invent

Service Guide

for authorized service providers

Module 1

tour the product

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product overview

Figure 1 - hp color inkjet printer cp1700

- Product positioning: High performance, wide-format printer providing the benefits of individual color cartridges for small business
- Takes over the price points of the DJ 1220C with higher performance and expandability options
- Printer price: USD 499
- Announcement date of the printer is Nov 1, 2001
- High speeds: 16 ppm black fast; 14.5 ppm color fast
- Designed for small business
- Prints on both A4/Letter and A3+/13X19" and B size paper and special media
- Prints cost-effective color documents, proofs, collateral, and comps on a wide variety of paper
- Prints automatically on both sides of the document using the auto-duplex unit

key selling points

available options

- 3 printer SKU options available:
- hp color inkjet printer cp1700
- hp color inkjet printer cp1700d
- hp color inkjet printer cp1700ps
- Expandability options:
- Auto-duplex unit
- 250-sheet paper tray
- LIO internal network module
- HP Jetdirect external print servers
- Connectivity features
- USB
- IEEE 1284
- LIO
- front connect infrared

quality

- Uses HP PhotoRet III color layering technology
- 2400 x 1200 dpi printing (on hp premium photo paper only)
- Adobe PostScript 3 software RIP included with the hp color inkjet printer cp1700ps provides:
- Greater color accuracy
- Support for industry color management standards including ColorSync, ICC Profiles, PANTONE
- Emulation for press standards, such as SWOP/EuroScale
- ADI Driver (releases 13 onwards) included in-box for AutoCAD users (for Windows only)
- High Speeds: Fast - 16 ppm black/14.5 ppm color

media flexibility

- Prints on paper types ranging from plain paper and transparencies to thick card stock (up to 72lb/270gsm)
- Prints on media sizes ranging from 4 x 6 inch/A6 size small postcards to 13 x 19 inch/A3+ posters and 13 x 50 inch banners
- Built-in media size sensor, for A3 paper size
- Built in media type sensor - recognizes the paper type in use and automatically selects the appropriate settings
- Paper path capacity:
- Rear manual feed: 1 sheet (16 to 72 lb)
- Front manual feed: 10 sheets (16 to 36 lb)
- Tray 1: 150-sheet paper tray (16 to 36 lb), envelopes (20 to 24 lb), and cards (110 lb index)
- Optional Tray 2: 250 sheets (16 to 36 lb) plain paper

low printing costs

- Four separate high-volume ink cartridges
- Low-ink status indicator LCD
- Front-panel cancel button to help maximize your consumables
- Duty cycle of an average of 5000 pages per month
- Low Costs: 2.2 cents K/8.4 cents (CMYK), 1750 pages out

unique product features

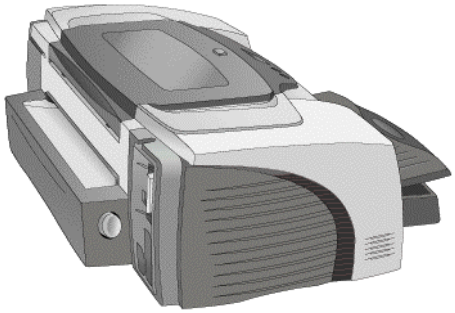


Figure 1.2 - hp color inkjet printer cp1700

- Superior print quality
- outstanding photo quality (with HP PhotoRet III)
- Up to 2400 x 1200 dpi resolution on premium photo paper **only**
- CANCEL button terminates print jobs at one touch of the key, reducing ink and time wastage
- Optional network card enables
- Sharing of printer in small workgroups (of 2-3 users)
- Remote printer management
- Smart printing features:
- LCD printer status indicator
- CANCEL button
- Smart software features:
- ZoomSmart
- Booklet
- Handouts
- Tiling
- 2-sided printing (manual or automatic)
- Watermark
- Banner
- Mirror Image
- Smart hardware features:
- automatic pen alignment
- Media type sensor
- Media size sensor (A3 only)
- Straight paper path eliminates bends and smudges in the print output
- Front-access infrared sensor allows wireless printing from a variety of mobile devices including laptops and PDAs

localization

Localization language options available for the following:

- Reference Guide
- Starter CD
- Packaging
- LCD Messaging

Each of the above has the following localized language options:

available language options	
Reference Guide	o US English o Bahasa Indonesia o Traditional Chinese o Simplified Chinese o Korean and Japanese
o Starter CD 1 o Starter CD 2	o Starter CD1 ▪ Windows Driver: US English, Portuguese(Brazilian), Euro-Spanish, French, Italian, German, Dutch, Polish, Czech, Turkish, Arabic, Traditional Chinese ▪ MAC Driver: US English, Portugese (Brazilian), Euro-Spanish, Swedish, French, Italian, Germany, Dutch, Japanese o Starter CD2 ▪ Windows Driver: US English, Swedish, Norwegian, Danish, Finish, Russian, Greek, Hebrew, Japanese, Korean, Simplified Chinese ▪ MAC Driver: US English, Portugese (Brazilian), Euro-Spanish, Swedish, French, Italian, Germany, Dutch, Japanese
Packaging	o US English o Bahasa Indonesia o Traditional Chinese o Simplified Chinese o Korean and Japanese

localized language options

foot print

hp color inkjet printer cp1700/ hp color inkjet printer cp1700ps

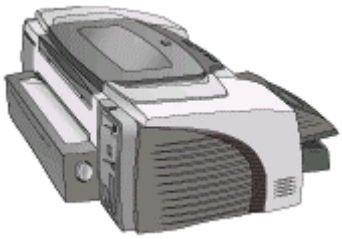


Fig 1.10 hp color inkjet printer cp1700/ hp color inkjet printer cp1700ps

- Weight: 13.5 kilograms
- Width: 673.3 mm
- Height: 284.3 mm
- Depth: 567.7 mm

hp color inkjet printer cp1700d

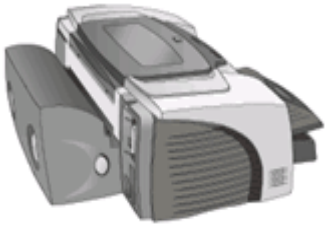
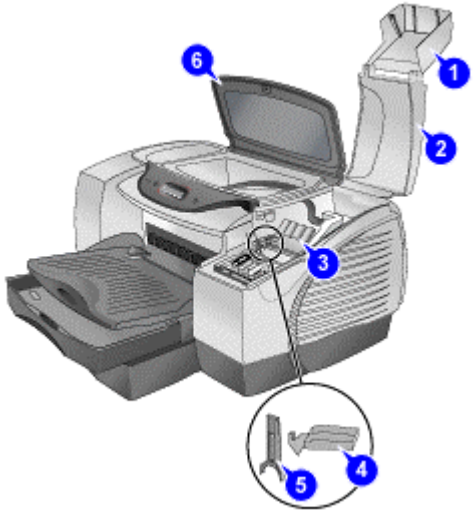


Fig 1.11 hp color inkjet printer cp1700d

- Weight (printer): 13.5 kilograms
- Weight (Auto-Duplex Unit): 2.4 kilograms
- Width: 673.3 mm
- Height: 284.3mm
- Depth: 653.5mm

top of the printer

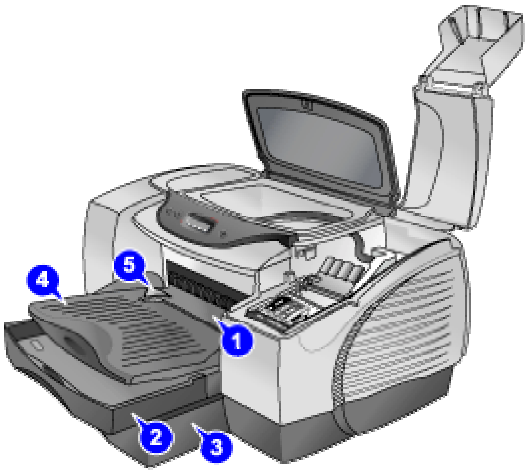


top of the printer

The top of the printer displays the following:

1. Ink cartridge cover - Provides access to the ink cartridges
2. Printhead cover - Provides access to the printheads
3. Printhead access latch - Lifts to allow each printhead to be removed from its color-coded socket
4. Carriage lock - Locks the printhead access latch.
5. Hook - Connects to the carriage lock. Must be engaged for the printer to operate
6. Top cover - Provides access to the interior of the printer

front of the printer

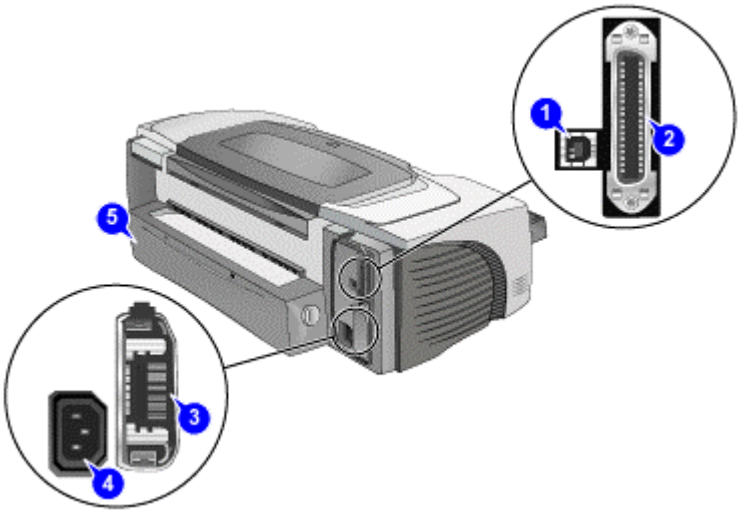


Front of the printer

The front of the printer displays the following:

1. Front manual feed - Holds the paper to be fed into the printer. The paper width guide slides to fit the width of the paper.
2. Tray 1 - Holds plain paper and special media.
3. Tray 2 - Holds plain paper. This is an optional accessory.
4. Output tray - Collects the printed pages.
5. Paper guides - Guides the print paper into the printer.

rear of the printer

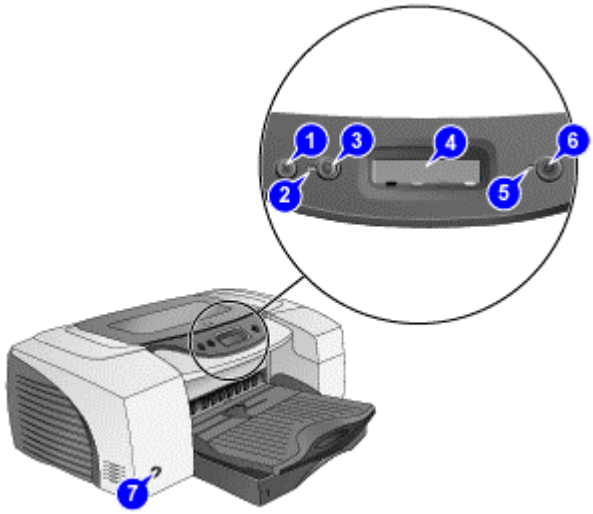


rear of the printer

The rear of the printer displays the following:

1. USB port - Attach a USB cable.
2. Parallel port - Attach the parallel cable
3. LIO Adaptor Slot - Install an optional HP JetDirect print server/Internet connector LIO module
4. Power input - Attach the power cord..
5. Rear access panel - Remove this to clear paper jam. Remove the rear access panel to install the optional auto-duplex unit. Rear access panel required for straight paper path (rear manual feed).

controls

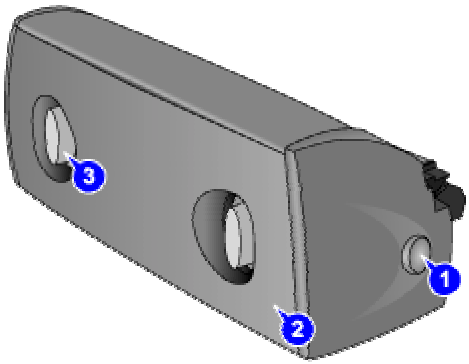


controls

The Liquid Crystal Display (LCD) panel displays information about the status of the printer. It also has buttons to perform basic printer operations. The LCD panel of the printer displays the following:

1. CANCEL button: Cancels the current print job
2. POWER light: Is always lit when the printer is on. Blinks when printer is initializing, canceling a job, or turning off.
3. Power button: Controls power to the printer. Press to turn the printer on or off.
4. LCD: Displays messages relating to the current state of the printer and the ink levels in the individual ink cartridges.
5. RESUME light: Blinks whenever the printer requires user intervention (for example, to clear a paper jam or to close an open cover.
6. Resume button: Resumes current print operation after temporary interruption, for example, when adding print media to printer.
7. Infra-red port: Used for printing form an infra-red device, such as a handheld device or laptop.

auto-duplex unit



auto-duplex unit

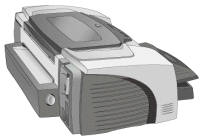
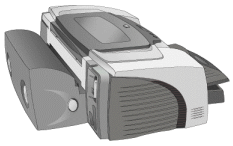
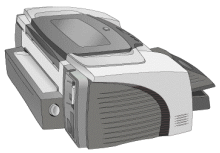
The printer automatically prints on both sides of paper by using a printing accessory called the auto-duplex unit. The auto-duplex unit is attached at the back of the printer. The auto-duplex unit of the printer displays the following:

1. Buttons: Press to remove the auto-duplex unit from the printer.
2. Rear cover: Remove to clear a paper jam from the auto-duplex unit.
3. Handles: Press to remove the rear cover from the auto-duplex unit.

Note *The auto-duplex unit is a standard accessory provided with the hp color inkjet printer cp1700d.*

product specifications

model numbers

printer name	model number	availability
 **hp color inkjet printer cp1700**	 **hp color inkjet printer cp1700d**	 **hp color inkjet printer cp1700ps**
hp color inkjet printer cp1700 (base model)	C8108A	Worldwide
hp color inkjet printer cp1700d(base printer plus auto-duplexer)	C8106A	Worldwide
hp color inkjet printer cp 1700ps (base printer plus software Adobe PostScript 3 RIP)	C2691A	Worldwide

printer model numbers

Note *The hp color inkjet printer cp1700, model C8108A, is the base model or starting point for each additional model listed above. The additional model numbers are created for specific distribution channels or by the addition of hardware or software.*

serial number location

The serial number is located on the serial number plate found on the back of the printer and on the Diagnostic test page.

printer description

- Connectivity features, such as USB, IEEE 1284, front connect infrared, and a LIO networking slot PCL3 enhanced
- HP PhotoREt III print quality with alternative 2400 8 1200 dpi mode for photo printing
- Individual print cartridge for each color (CMYK)
- Uses HP PhotoRet III color layering technology
- Accepts a wide variety of media from plain paper to transparencies or thick card stock (72 lb/270 gsm)
- Low cost-per-page and intervention rates
- Expandability options including auto-duplex unit, 250-page second input tray, and network capability with LIO internal/Jetdirect external modules
- Media size sensor (A3 only)
- Infrared printing

- Low-ink indicator and printer status LCD
- ADI Driver (releases 13 onwards) for AutoCAD users (for Windows only)
- The hp color inkjet printer cp1700 series supports the printing of Hagaki cards in the Japan region.

printer features

print speed

print speed: letter/A4

These are approximate page-per-minute (ppm) figures. Exact speeds will vary depending upon system configuration, software program, and document complexity.

characteristic	fast	normal	best
Black text	16 ppm	8 ppm	4 ppm
Mixed text color	14.5 ppm	7 ppm	4 ppm
4 in by 6 in Photo	1.4 ppm	0.9 ppm	0.7 ppm
Full page color	5.5 ppm	1.3 ppm	0.7 ppm

print speed: letter/A4

print speed: (11 in by 17 in/A3)

These are approximate page-per-minute (ppm) figures. Exact speeds will vary depending upon system configuration, software program, and document complexity.

characteristic	fast	normal	best
Black text	10 ppm	5 ppm	1.7 ppm
Mixed text color	9.5 ppm	3.5 ppm	1.6 ppm
8 in by 10 in Photo	0.5 ppm	0.3 ppm	0.2 ppm
Full page color	3.7 ppm	0.9 ppm	0.5 ppm

print speed: 11 in by 17 in/A3

print resolution

characteristic	specification
Black Printing	Max. 600 x 600 dpi
Color Printing	Max. 2400 x 1200 dpi

print resolution

print method

Drop-on-demand thermal inkjet printing

printer languages

- hp color inkjet cp1700: HP PCL 3 enhanced
- hp color inkjet cp1700d: HP PCL 3 enhanced
- hp color inkjet cp1700ps: HP PCL 3 enhanced and
- Adobe PostScript 3 Software RIP

software compatibility

- Microsoft Windows 95, Windows 98,
- Windows Me, Windows NT 4.0, Windows 2000,

- Mac OS 8.6 or later

system requirements

system requirements	minimum	recommended
Windows 95/98	Pentium 60 MHz, 16MB RAM	Pentium II 450 MHz, 128 MB RAM, 200 MB hard disk space
Windows NT 4.0	Pentium 60 MHz, 24 MB RAM	Pentium II 450 MHz, 128 MB RAM, 200 MB hard disk space
Windows Me	Pentium 150 MHz, 32 MB RAM	Pentium II 450 MHz, 128 MB RAM, 200 MB hard disk space
Windows 2000	Pentium 133 MHz, 32 MB RAM	Pentium II 450 MHz, 128 MB RAM, 200 MB hard disk space
Mac OS 8.6 or later	32 MB RAM (USB/AppleTalk)	Mac OS 8.6 or later (iMac): 333 MHz. 64 MB RAM
Mac OS 8.6 or 9.x	32 MB RAM (IR)	Mac OS 8.6 or later (Power Mac G3 or later): 350 MHz, 64 MB RAM

system requirements

I/O interface

USB, IEEE 1284, IR, network LIO

recommended cables

cable	part number
HP USB A-B (2 m)	C6518A
HP IEEE-1284 A-B Parallel Cable (2 m)	C2950A
HP IEEE-1284 A-B Parallel Cable (3 m)	C2951A

cables

font information

- 8 built-in fonts, 4 each in portrait and landscape orientations
- CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic

HP supplies and accessories

accessories

part name	part number
Auto-duplex unit	C8219A
Second input paper tray	C8220A

HP accessories

ink information

printheads	HP Part number
HP No. 11 Black	C4810A
HP No. 11 Cyan	C4811A

HP No. 11 Magenta	C4812A
HP No. 11 Yellow	C4813A

printheads

ink cartridges	HP part number
HP No. 10 Black (69 ml)	C4844A
HP No. 11 Cyan (28 ml)	C4836A
HP No. 11 Magenta (28 ml)	C4837A
HP No. 11 Yellow (28 ml)	C4838A

ink cartridges

hp photo quality inkjet paper

print server	HP part number	size
Two-sided, matte, 100 sheets	C7007A	letter
Two-sided, semi-gloss, 25 sheets	C6983A	letter
Two-sided, semi-gloss, 25 sheets	C6984A	A4
Two-sided, semi-gloss, 25 sheets	C7006A	A4/AP

hp photo quality inkjet printer

hp professional brochure and flyer paper

print server	HP part number	size
Two-sided, gloss, 50 sheets	C6817A	letter

hp professional brochure and flyer paper

hp heavyweight paper

print server	HP part number	size
Premium, 100 sheets	C1853A	A4
Design, 100 sheets	C6790A	super B/A3

hp heavyweight paper

network

print server	HP part number
HP Jetdirect 200m print server/Internet connector (LIO module	J6039A
HP Jetdirect 250m print server/Internet connector (LIO module)	J6042A
HP Jetdirect 170x external print server	J3258A
HP Jetdirect 175x external print server	J6035A
HP Jetdirect 300x external print server	J3263A

network

media specifications

paper

media	metric size	english size
U.S. Letter	216 x 279 mm	8.5 x 11 inches
U.S. Legal	216 x 356 mm	8.5 x 14 inches
Tabloid	279 x 432 mm	11 x 17 inches
Super B	330 x 482 mm	13 x 19 inches
A3	297 x 420 mm	11.7 x 16.5 inches
A3+	330 x 483 mm	13.0 x 19.0 inches
A3 Banner	297 x 420 mm	11.7 x 16.5 inches
Tabloid Banner	279 x 432 mm	11 x 17 inches
A4	210 x 297 mm	8.3 x 11.7 inches
A5	148 x 210 mm	5.8 x 8.3 inches
B4	257 x 364 mm	10.12 x 14.33 inches
JIS B5	182 x 257 mm	7.17 x 10.12 inches

paper specifications

envelopes (tray 1 and rear manual feed only)

media	metric size	english size
U.S. No. 10	105 x 241 mm	4.12 x 9.5 inches
Monarch	98 x 191 mm	3.87 x 7.5 inches
DL	200 x 110 mm	4.33 x 8.66 inches
A2	111.1 x 146 mm	4.4 x 5.8 8 inches
Kaku No.2	240 x 333 mm	9.4 x 13.1 inches
JIS Envelope 3	120 x 235 mm	4.7 x 9.3 inches
JIS Envelope 4	90 x 205 mm	3.5 x 6.1 inches
C6	114 x 162 mm	4.49 x 6.38 inches

envelope specifications

cards (tray 1)

media	metric size	english size
Index card	102 x 152 mm	4 x 6 inches
Index card	127 x 203 mm	5 x 8 inches
A6 card	105 x 148 mm	4.13 x 5.83 inches
J Hagaki card (for Japan)	100 x 148 mm	3.94 x 5.83 inches
Hagaki Ofuku (for Japan)	200 x 148 mm	7.9 x 5.8 inches

card specifications

transparencies

media	metric size	english size
U.S. Letter	216 x 279 mm	8.5 x 11 inches
A4	210 x 297 mm	8.27 x 11.7 inches

transparency specifications

minimum printing margins (based on portrait orientation)

paper description	left and right margins	top margin	bottom margin
Letter, legal, Tabloid, Executive, A3, B4, media of user-defined size	0.25 in (6.4 mm)	0.12 in (3.0 mm)	0.46 in (11.8 mm)
A4, A5, B5, envelopes, cards, other media sizes	0.13 in (3.4 mm)	0.12 in (3.0 mm)	0.46 in (11.8 mm)

minimum printing margins

Note *When you are using the auto-duplex unit, the minimum top margin must match or exceed 0.46 in or 11.8 mm.*

media handling

recommended media weight

category	specification
Paper	• 16 to 36 lb Bond using Tray 1 or front manual feed • 16 to 72 lb Bond using rear manual feed
Envelopes	20 to 24 lb Bond
Cards	110 lb Index

media weight

maximum number of pages supported (tray 1)

Media capacity is dependent on the manufacturer, the type of media, and the media construction.

category	maximum number of pages supported
Plain paper	150 sheets of plain paper
Envelopes	10 envelopes
Transparency	30 transparencies

tray 1: number of pages supported

maximum number of pages supported (tray 2)

Media capacity is dependent on the manufacturer, the type of media, and the media construction.

category	maximum number of pages supported
Plain paper	250 sheets

tray 2: number of pages supported

memory information

hp color inkjet printer cp1700 series

- 16 MB built-in RAM

reliability

characteristic	specification
Printer Duty Cycle	5,000 pages/month
Black Printhead	18 months (from DOM2) or 200 ml
Color Printheads	18 months (from DOM) or 530 ml

reliability

2- DOM = Date of Manufacture

physical specifications

Note *The specifications below are given for a printer without Tray 2 and auto-duplex unit installed.*

characteristic	specification
Width	26 in or 674 mm (width)
Height	8.4 in or 215 mm
Depth	22.3 in or 568 mm
Weight printer only	29.7 lbs (13.5 kilograms)

physical specifications (without tray 2 and auto-duplex unit)

Note *The specifications below are given for a printer with Tray 2 and auto-duplex unit installed.*

characteristic	specification
Width	26 in or 674 mm
Height	11.2 in or 285 mm
Depth	25.4 in or 646 mm
Weight printer only	29.7 lbs (13.5 kilograms)
Weight Tray 2 only	7.7 lbs (3.5 kilograms)
Weight auto-duplex unit only	4.4 lbs (2 kilograms)

physical specifications (with tray 2 and auto-duplex unit)

electrical specifications

power requirements: input voltage and frequency

characteristic	specification
Source	100 to 200 VAC (± 10%)
Frequency	50 to 60 Hz (± 3 Hz)

power requirements

power consumption (varies according to region)

Printing: 47.7 watts
Standby: 9 watts
Energy Star®compliant
Off mode: 0.6 watts

environmental specifications

Characteristic (Temperature)	Specification (Celsius)	Specification (Fahrenheit)
Operating	5 to 40 degrees	41 to 104 degrees
Storage	-40 to 60 degrees	-40 to 140 degrees

temperature specifications

Humidity: (non-condensing)	**Relative**	20 to 80 percent RH

humidity specifications

Noise Levels per ISO 9614-1	**Sound Power**	: 6.4 B(A)
	Sound Pressure	LpAm: 48.8 dB(A)

noise level specifications

warranty

1-year limited warranty

product certifications

safety

- CCIB S and E (China)
- CSA (Canada)
- PSB (Singapore)
- UL (USA)
- NOM-1-NYCE(Mexico)
- TUV-GS (Germany)
- K Mark and MIC Mark (Korea)
- LS (Lithuania)
- EEI (Estonia)
- CE (European Union)
- B mark (Poland)

EMC

- FCC Title 47 CFR Part 15 Class B (USA)
- CTICK (Australia and New Zealand)
- VCCI (Japan)
- CE (European Union)
- BSMI (Taiwan)
- GOST (Russia)
- ICES (Canada)

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Accessories, User Replaceable Parts, Supplies and Manuals

hardware accessories

The following HP accessories are available for order on the HP website. Visit http://www.hpshopping.comfor more information.

name	part number	street price	weight
Tray 2 (250-sheet input tray)	C8220A	US$ 129	3.5 kg
HP auto-duplex unit	C8219A	US$ 129	2.4 kg
HP Jetdirect 200m printer server/Internet connector (LIO module)	J6039A	US$ 159	
HP Jetdirect 250m printer server/Internet connector (LIO module)	J6042A	US$ 249	
HP Jetdirect 170x external print server	J3258A	US$ 144	
HP Jetdirect 175x external print server	J6035A	US$ 199	
HP Jetdirect 300x external print server	J3263A	US$ 255	

hardware accessories

user replaceable components

The following are the customer replaceable parts for the printer.

part name	part number
Assy - Cleanout Trough SVC	C8108-67036
Assy - Tray Main SVC	C8108-67044
Assy - Output Tray SVC	C8108-67045
HP No. 11 Black Printhead	C4810A
HP No. 11 Cyan Printhead	C4811A
HP No. 11 Magenta Printhead	C4812A
HP No. 11Yellow Printhead	C4813A
HP No. 10 Black ink cartridge	C4844A
HP No. 11 Cyan ink cartridge	C4836A
HP No. 11 Magenta ink cartridge	C4837A
HP No. 11 Yellow ink cartridge	C4838A

user replaceable components

supplies and manuals

name	part no.	list price (US$)	street price (US$)	pages out
HP No. 11 Black Printhead	C4810A	$39.99	~ $35	16,000
HP No. 11 Cyan Printhead	C4811A	$39.99	~ $35	24,000
HP No. 11 Magenta Printhead	C4812A	$39.99	~ $35	24,000

HP No. 11Yellow Printhead	C4813A	$39.99	~ $35	24,000

printheads

name	part no.	ink capacity	list price (US$)	street price (US$)	pages out
Black ink cartridge	C4840A	28 cc	In-Box Only	In-Box Only	700
HP No. 10 Black ink cartridge	C4844A	69cc	$38.99	~ $34	1750
HP No. 11 Cyan ink cartridge	C4836A	28cc	$38.99	~ $34	1750
HP No. 11 Magenta ink cartridge	C4837A	28cc	$38.99	~ $34	1750
HP No. 11 Yellow ink cartridge	C4838A	28cc	$38.99	~ $34	1750

ink cartridges

identify expiration dates

- Install-by Date: This date is printed on the retail box for both ink cartridges and printheads. Install the ink cartridges and printheads before the Install-by date for optimized performance.
- Manufacture Date: This date is printed on the pouch for both ink cartridges and printheads. The number is in the following format: YYMMDDhhmm. For example, a printhead manufactured on November 19, 1999 at 1:12 pm has a Manufacture Date of 9911191312.
- End-of-Warranty Date: This date is printed directly on the ink cartridges and printheads. It is the date by when the warranty period for the ink cartridges and printheads will be over.

paper type	part number	part description
hp bright white inkjet paper	C1824A	500 sheets, letter
	C1825A	500 sheets, A4
	C1857A	200 sheets, B
	C1858A	200 sheets, A3
hp premium plus photo paper	C6944A	Gloss, 20 sheets, 4 x 6 in
	C6950A	Matte, 20 sheets, letter
	C6831A	Gloss, 20 sheets, letter
	C6951A	Matte, 20 sheets, A4
	C6832A	Gloss, 20 sheets, A4
hp premium photo paper	C6979A	Gloss, 50 sheets, letter
	C6040A	Gloss, 15 sheets, A4

	C6058A	Gloss, 20 sheets, B
	C6059A	Gloss, 15 sheets, A3
hp photo paper	C1846A	Gloss, 20 sheets, letter
	C1847A	Gloss, 20 sheets, A4
	C6745A	Matte, 20 sheets, A4
	C6765A	One-sided, gloss, 20 sheets, A4
hp colorfast photo paper	C7013A	Gloss, 20 sheets, letter
	C7014A	Gloss, 20 sheets, A4
hp photo quality inkjet paper	C7007A	Two-sided, matte, 100 sheets, letter
	C6983A	Two-sided, semi-gloss, 25 sheets, letter
	C6984A	Two-sided, semi-gloss, 25 sheets, A4
	C7006A	Two-sided, semi-gloss, 25 sheets, A4/AP
hp design paper	C6791A	Gloss, 50 sheets, B
hp professional brochure and flyer paper	C6817A	Two-sided, gloss, 50 sheets, letter
	C6818A	Two-sided, gloss, 50 sheets, A4
	C7020A	Tri-fold, two-sided, 100 sheets, letter
	C6821A	Two-sided, gloss, 50 sheets, A3
	C6820A	Two-sided, gloss, 50 sheets, B
	C6955A	Matte, 50 sheets, letter
hp heavyweight paper	C1853A	Premium, 100 sheets, A4
	C6790A	Design, 100 sheets, super B/A3
hp premium inkjet paper	C1856A	100 sheets, A3
	51634Z	200 sheets, A4
	51634Y	200 sheets, letter
	C1855A	100 sheets, B
hp premium inkjet transparency film	C3828A	20 sheets, letter
	C3834A	50 sheets, letter
	C3832A	20 sheets, A4
	C3835A	50 sheets, A4
hp social expressions banner paper	C1820A	100 sheets, letter
	C1821A	100 sheets, A4
hp social expressions greeting cards	C6828A	Felt-textured, ivory, half-fold, 20 sheets, letter
	C6829A	Felt-textured, ivory, half-fold, 20 sheets, A4
	C7019A	Textured, white, half-fold, 20 sheets, letter
	C6044A	Gloss, 10 sheets, letter

	C6045A	Gloss, 10 sheets, A4
	C1812A	1/4 fold, 20 sheets, letter
	C6042A	1/4 fold, 20 sheets, letter
	C7018A	1/2 fold, 20 sheets, A4
hp social expressions iron-on t-shirt transfers	C6049A	10 sheets, letter
	C6050A	10 sheets, A4

paper types

Manuals

documentation	purpose
release notes	• Includes installation and the latest printer information • Includes last minute changes and software troubleshooting tips.
Hp JetDirect guide	• Configuring the printer for network printing • Troubleshooting • Help sources
user guide	• Setting up the computer • Using the printer • Performing common printer tasks • Maintaining the printer • Troubleshooting when a problem occurs • Resolving printer problems
reference guide	• Includes specific information about setting up the printer • Information about installing the software
setup poster	• Helps set up the printer • Provides illustrated setup information • Printed version of this document is provided with the printer • An electronic version is available as an Adobe® Acrobat® Portable Document Format (PDF) file on the Starter CD
printer web sites	• Printer information • Latest printer software

education and training material

upgrades

model upgrades

You need to purchase the auto-duplex unit to upgrade from hp color inkjet printer cp1700 to hp color inkjet printer cp1700d.

base model sku	upgrade option	upgraded sku
hp color inkjet printer cp1700 (C8108A)	Auto-duplex unit(C8219A)	hp color inkjet printer cp1700d (C8106A)

You can purchase the following accessories to upgrade the printer hardware.

accessory	upgrade option
2nd Input paper tray	C8220A
hp jetdirect 200m print server (LIO module)	J6039A
hp jetdirect 250m print server (LIO module)	J6042A
hp jetdirect 170x external print server	J3258A
hp jetdirect 175x external print server	J6035A
hp jetdirect 300x external print server	J3263A

firmware upgrades

To flash your printer with the latest firmware flash code, perform the following steps:

1. Download the latest firmware flash code
2. Set the printer in manufacturing mode by holding down the RESUME button and hitting the POWER button.
3. Initiate the DOS prompt.
4. At the MS-DOS prompt enter the command "copy/b<filename>/lpt1:"
5. To check the firmware flash code version sent, print the 4-button self-test page or press the RESUME button 5 times while holding on to the POWER button

software upgrades

You can access the latest printer software by using the following URL:
www.hp.com/support/hp business inkjet printer cp1700 series

service and support

support pack options

region	description	part number
Europe	HP warranty extension, 3-year, next day unit exchange	H3678A
North America	HP warranty extension, 1-year, next day unit exchange	H3685E
	HP warranty extension, 2-year, next day unit exchange	H3684E
	HP warranty extension, 3-year, next day unit exchange	H3683E

available support pack options

web links

Information about products, ordering, setting up, and using printers, downloading printer drivers, technical support, and details about the e-services, personal services, and business services.

- http://www.hp.com

HP main web page. Contains information about the products, technical support, and details about the e-services, personal services, and business services offered by HP

- http://www.hp.com/cposupport

Contains information about ordering, setting up, and using printers, and downloading printer drivers.

- http://www.software.hp.com

HP Software Depot. Printer driver upgrades for maximizing printer operations

- http://www.hp.com/go/partsinfo

HP SPI/HP Part Surfer. A web-based solution for obtaining the latest parts information for HP products

- http://cvseesc.cv.hp.com

Requires a user name and password

- http://ijbuwww.cv.hp.com/techmktg

Requires access to the HP intranet

- http://snserver.mayfield.hp.com

Service Notes Web Page

telephone support

Before making a call, print a diagnostic page from the Toolbox utility or the LCD panel and then fill in the following information for the Customer Care Center representative.

Printer model
Serial number of the printer
Brand and model of the computer
Version of printer software
Printer driver
CPU speed

RAM size

The telephone service at the HP Customer Care Center is available free of cost during the printer warranty period. Customer support representatives answer questions regarding the setup, configuration, installation, and operation of the printer. They also help troubleshoot and diagnose printer problems and provide instructions for service and repair.

region	phone number
Africa / Middle East	41 22 780 71 11
Argentina	• Buenos Aires: 11 4778 8380 • Outside Buenos Aires: 0810 555 5520
Australia	• During warranty: 3 8877 8000 • After warranty: If your product is not under warranty, you can call 613 8877 8000. A per-incident, out-of-warranty support fee of $27.50(inc GST) will be charged to your credit card. You can also call 1902 910 910 ($27.50 charged to your phone account) from 9:00 am to 5:00 pm, Monday to Friday. (Charges and support hours are subject to change without notice.)
Austria	0660 6386
Belgium	• Dutch: 02 626 88 06 • French: 02 626 88 07
Brazil	• Sao Paulo: 11 3747 7799 or 11 4197 4998 • Outside Sao Paulo: 0800 15 7751 or 0800 13 0999
Chile	800 36 0999
China	010 6564 5959 or 800 810 5959
Colombia	9 800 91 9477
Czech Republic	02 471 7327
Denmark	39 29 4099
Finland	0203 4 7 288
France	01 43 62 34 34
Germany	0180 52 58 143
Greece	01 6189890
Hong Kong	300 28555
Hungary	36 1 252 4505
India	9111 682 6035
Indonesia	21 350 3408
Ireland	01 662 5525
Italy	02 264 10350
Japan	0570 000511
Korea	• Seoul: 02 3270 0700 • Outside Seoul: 080 999 0700
Malaysia	03 295 2566
Mexico	• Mexico City: 5258 9922 • Outside Mexico City: 01 800 472 6684
New Zealand	09 356 6640
Norway	22 11 6299
Peru	0 800 10111

Philippines	2 867 3551
Poland	22 37 5065 or 22 37 5065
Portugal	1 441 7 199
Puerto Rico	1 877 232 0589
Russia	095 923 50 01
Singapore	272 5300
Spain	902 321 123
Sweden	8 619 2170
Switzerland	0 848 80 11 11
Taiwan	2 2717 0055
Thailand	2 6614000
The Netherlands	020 606 8751
Turkey	1 216 579 71 71
United Kingdom	0 207 512 5202
Venezuela	• Caracas: 207 8488 • Outside Caracas: 800 10111
Vietnam	8 823 4530

call center numbers

calling from elsewhere in the world

Contact the local dealer or nearest HP Sales and Support Office for technical assistance or hardware repair services.

customer sends unit directly to HP for Exchange or Repair

World-wide Repair Strategy: Standard Bench Repair (5-7 Days)
customer sends unit directly to HP for Exchange or Repair, or Customer takes unit to Dealer/ASP and Dealer/ASP sends unit to HP for Exchange or Repair.

centralized repair service centers (e.g. CRCS, SME, AP HUBS)	HP	dealer/ASP
HP Exchange(FRU at product level)	• North America • Middle East • Latin America • Europe • Asia Pacific • Africa	• North America • Middle East • Latin America • Europe • Asia Pacific • Africa
HP Express Exchange(FRU at product level)	North America	
Return to HP(Assembly Level Repair at PCA Level)	• North America Middle East • Latin America • Europe • Asia Pacific • Africa	• Middle East • Latin America • Europe • Asia Pacific • Africa
Pick-up and Return	• North America Middle East • Latin America • Europe • Asia Pacific • Africa	• North America Middle East • Latin America • Europe • Asia Pacific • Africa
HP Express Repair		

customer sends/takes unit to at HP Bench

customer sends/takes unit to at HP Bench or ASP for Exchange or Repair.

non-centralized repair service centers (e.g. Bench Repair, ASP, Depot)	HP	ASP
HP Exchange(FRU at product level)	• North America Middle East • Latin America • Europe • Asia Pacific • Africa	• North America Middle East • Latin America • Europe • Asia Pacific • Africa

HP Express Exchange(FRU at product level)	North America	
Return to HP(Assembly Level Repair at PCA Level)	• North America • Middle East • Europe • Asia Pacific • Africa	• North America • Middle East • Europe • Asia Pacific • Africa

other support offerings

Response Center Support	• North America • Middle East • Latin America • Europe • Asia Pacific • Africa
Mfg Division Support only	• North America • Middle East • Latin America • Europe • Asia Pacific • Africa
Customer Support Center	• North America • Middle East • Latin America • Europe • Asia Pacific
Free Phone Support	
Toll Phone Support	
Email Support	
POP(Parts Ordering Process)	• North America • Middle East • Latin America • Europe • Asia Pacific • Africa
Repair and Return Parts Program	
Replacement Parts Program	
Self-Maintenance Program	
Customer Self Repair	

Support Pack or E-Pack Offered	• North America • Middle East • Latin America • Europe • Asia Pacific • Africa
CREW (Customer Replaceable End-User Warranty) Program	• North America • Middle East • Latin America • Europe • Asia Pacific • Africa

warranty

warranty

repair and warranty information

If the hp color inkjet printer cp1700 needs repair, customers are directed to an authorized service provider or an hp facility. Repair services are free during the printer's limited warranty period. If repairs are needed after the limited warranty period has expired, the customer is quoted a repair cost.

duration of warranty period

hp product	duration of limited warranty
hp color inkjet printer cp1700	1 year
Software	90 days
Accessories	90 days
Ink cartridges	90 days
Printer peripheral hardware	1 year

duration of limited warranty

Extent of limited warranty

Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.

For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.

HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:

- Improper maintenance or modification;
- Software, media, parts, or supplies not provided or supported by HP; or
- Operation outside the product's specifications.

For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.

If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.

HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.

HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

Limitations of Warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of Liability

To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Local Law

This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:

- Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (e.g. the United Kingdom);
- Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
- Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

Module 2

set up and configure

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hardware setup requirements

operating system	minimum operating system requirements	target operating system requirements
Windows 95/98	Pentium 60 MHz; 16-MB RAM	Pentium II 450 MHz; 128-MB RAM; 200-MB hard disk space
Windows ME	Pentium 150 MHz; 32-MB RAM	Pentium II 450 MHz; 128-MB RAM; 200-MB hard disk space
Windows NT 4.0 (service pack 4 and above)	Pentium 60 MHz; 24-MB RAM	Pentium II 450 MHz; 128-MB RAM; 200-MB hard disk space
Windows 2000	Pentium 133 MHz; 32-MB RAM	Pentium II 450 MHz; 128-MB RAM; 200-MB hard disk space
Mac OS 8.6 or later	32-MB RAM (USB/AppleTalk)	(iMac): 333 MHz; 64-MB RAM (Power Mac G3 or later): 350 MHz; 64-MB RAM
Mac OS 8.6 or 9.x	32-MB RAM (IR)	

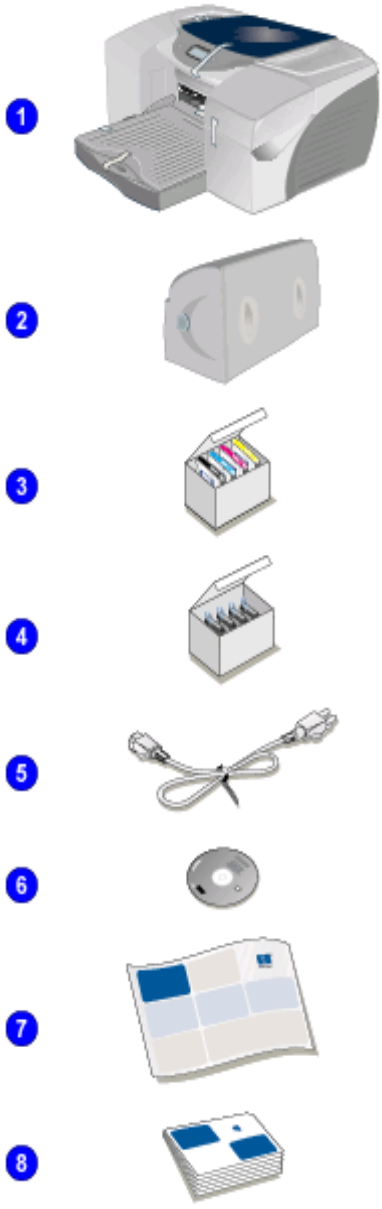
hardware setup requirements

The hardware requirements for postscript are:

- Mac OS 8.6 and above: G3; 300 MHz
- Windows: Pentium III; 350 MHz; 128-MB RAM

Note *The hardware setup requirements are specific for direct connect or peer-to-peer network. A client server network requires higher setup specifications.*

contents of the box



contents of the box

- hp color inkjet printer cp1700: The printer is packaged in the box.
- Auto-duplex unit: An optional accessory to print on both sides of paper automatically.

Note *The auto-duplex unit is packaged with the hp color inkjet printer cp1700/d.*

- Ink cartridge box: Contains four ink cartridges in the following colors:
- Black
- Cyan
- Magenta
- Yellow
- Printheads box: Contains four printheads in the following colors:

- Black
- Cyan
- Magenta
- Yellow

Power cord: Used to connect the printer to a power connection.

-

country	part name	part number
Saudi Arabia	o AC Cordset - Euro o AC Cordset - US o AC Cordset - UK	o 8120-6811 o 8120-6812 o 8120-8706
Czech Rep., Hungary, Poland, Portugal, Spain, Turkey	AC Cordset - Euro	8120-6811
Norway, Finland, Sweden, Denmark	AC Cordset - Euro	8120-6811
UK	AC Cordset - UK	8120-8706
Europe - England, Russia, Greece, Israel, Croatia, Slovenia, Romania, Slovakia	AC Cordset - Euro	8120-6811
Europe - England, France, Germany, Netherlands, Italy	AC Cordset - Euro	8120-6811
South Africa	AC Cordset - South Africa	8120-8886
Australia, NewZealand	AC Cordset - Aust	8121-0524
Thailand, Indonesia	AC Cordset - Euro	8120-6811
India	AC Cordset - India	8121-0564
Singapore, Malaysia, Vietnam, Hong Kong, NSC	AC Cordset - UK	8120-1351
Taiwan	AC Cordset - US	8120-6812
Philippines	AC Cordset - US	8120-6812
China	AC Cordset - China	8120-8376
Korea	AC Cordset - Korea	8121-0017
Japan	AC Cordset - Japan	8120-6798
US	AC Cordset - US	8120-6812
Canada	AC Cordset - US	8120-6812
LAR, Mexico, Brazil	o AC Cordset - US o AC Cordset - Chilean o AC Cordset - Argentinean	o 8120-6812 o 8120-6980 o 8120-6869

power cord information

Starter CD: Includes the printer software and other optional software.

country	part name	part number
Saudi Arabia	o Driver Kit - CD1 o Starter CD - CD1	o C8108-60077 o C8108-10001
Czech Rep.Hungary, Poland, Portugal, Spain, Turkey	o Driver Kit - CD1 o Starter CD - CD1	o C8108-60077 o C8108-10001
Norway, Finland, Sweden, Denmark	o Driver Kit - CD2 o Starter CD - CD2	o C8108-60078 o C8108-10002

UK	o Driver Kit - CD1 o Starter CD - CD1	o C8108-60077 o C8108-10001
Europe - England, Russia, Greece, Israel, Croatia, Slovenia, Romania, Slovakia	o Driver Kit - CD2 o Starter CD - CD2	o C8108-60078 o C8108-10002
Europe - Engand, France, Germany, Netherlands, Italy	o Driver Kit - CD1 o Starter CD - CD1	o C8108-60077 o C8108-10001
South Africa	o Driver Kit - CD2 o Starter CD - CD2	o C8108-60078 o C8108-10002
Australia, NewZealand	o Driver Kit - CD2 o Starter CD2	o C8108-60078 o C8108-10002
Thailand, Indonesia	o Driver Kit - CD2 o Starter CD2	o C8108-60078 o C8108-10002
India	o Driver Kit - CD2 o Starter CD2	o C8108-60078 o C8108-10002
Singapor, Malaysia, Vietnam, Hong Kong, NSC	o Driver Kit - CD1 o Starter CD - CD1	o C8108-60077 o C8108-10001
Taiwan	o Driver Kit - CD1 o Starter CD - CD1	o C8108-60077 o C8108-10001
Philippines	o Driver Kit - CD1 o Starter CD - CD1China	o C8108-60077 o C8108-10001
China	o Driver Kit - CD2 o Starter CD2	o C8108-60078 o C8108-10002
Korea	o Driver Kit - CD2 o Starter CD2	o C8108-60078 o C8108-10002
Japan	o Driver Kit - CD2 o Starter CD2	o C8108-60078 o C8108-10002
US	o Driver Kit - CD1 o Starter CD 1	o C8108-60077 o C8108-10001
Canada	o Driver Kit - CD1 o Starter CD 1	o C8108-60077 o C8108-10001
LAR, Mexico, Brazil	o Driver Kit - CD1 o Starter CD 1	o C8108-60077 o C8108-10001

starter CD information

Setup poster: A detailed, graphical roadmap on the setup procedure.

country	part name	part number
Saudi Arabia	Roadmap	C8108-90001
Czech Rep., Hungary, Poland, Portugal, Spain, Turkey	Roadmap	C8108-90001
Norway, Finland, Sweden, Denmark	Roadmap	C8108-90001
UK	Roadmap	C8108-90001
Europe - England, Russia, Greece, Israel, Croatia, Slovenia, Romania, Slovakia	Roadmap	C8108-90001
Europe - Englland, France, Germany, Netherlands, Italy	Roadmap	C8108-90001
South Africa	Roadmap	C8108-90001
Singapore, Malaysia, Vietnam, Hong Kong, NSC	Roadmap	C8108-90001
Taiwan	Roadmap	C8108-90001

Philippines	Roadmap	C8108-90001
China	Roadmap	C8108-90001
Korea	Roadmap	C8108-90001
Japan	Roadmap	C8108-90001
US	Roadmap	C8108-90001
Canada	Roadmap	C8108-90001
LAR/Mexico/Brazil	Roadmap	C8108-90001

- **setup poster information**

Reference guide: Includes information to set up the printer and install the printer software:

country	part name	part number
Saudi Arabia	o Reference Guide - UGFIDA o Regulatory Guide - UGFIDAPS	o C8108-90002 o C8108-90008
Czech Rep., Hungary, Poland, Portugal, Spain, Turkey	o Reference Guide - PCHSPT o Regulatory Guide - CHPT o Regulatory Guide - UGFIDAPS	o C8108-90003 o C8108-90024 o C8108-90008
Norway, Finland, Sweden, Denmark	o Reference Guide - NFSD o Regulatory Guide - NFSD	o C8108-90005 o C8108-90011
UK	o Reference Guide - U o Regulatory Guide - UGFIDAPS	o C8108-90006 o C8108-90008
Europe - England, Russia, Greece, Israel, Croatia, Slovenia, Romania, Slovakia	o Reference Guide - UGRHCSRS o Regulatory Guide - URGHCSRS	o C8108-90007 o C8108-90010
Europe - English, France, Germany, Netherlands, Italy	o Reference Guide - UGFIDA o Regulatory Guide - UGFIDAPS	o C8108-90002 o C8108-90008
South Africa	o Reference Guide - UGFIDA o Regulatory Guide - UGFIDAPS	o C8108-90002 o C8108-90008
Australia, NewZealand	o Reference Guide - UTCI o Regulatory Guide - UTCI	o C8108-90023 o C8108-90021
Thailand, Indonesia	o Reference Guide - UTCI o Regulatory Guide - UTCI	o C8108-90023 o C8108-90021
India	o Reference Guide - UTCI o Regulatory Guide - UTCI	o C8108-90023 o C8108-90021
Singapore/Malaysia/Vietnam/Hong Kong/NSC	o Reference Guide - UTCI o Regulatory Guide - UTCI	o C8108-90023 o C8108-90021
Taiwan	o Reference Guide - UTCI o Regulatory Guide - UTCI	o C8108-90023 o C8108-90021
Philippines	o Reference Guide - UTCI o Regulatory Guide - UTCI	o C8108-90023 o C8108-90021
China	o Reference Guide - USCKJ o Regulatory Guide - USCKJ	o C8108-90022 o C8108-90020
Korea	o Reference Guide - USCKJ o Regulatory Guide - USCKJ	o C8108-90022 o C8108-90020
Japan	o Reference Guide - USCKJ o Regulatory Guide - USCKJ	o C8108-90022 o C8108-90020

US	o Reference Guide - U o Regulatory Guide - UGFIDAPS	o C8108-90006 o C8108-90008
Canada	o Reference Guide - UFPS o Regulatory Guide - UGFIDAPS	o C8108-90018 o C8108-90008
LAR / Mexico / Brazil	o Reference Guide - UFPS o Regulatory Guide - UGFIDAPS	o C8108-90018 o C8108-90008

reference and regulatory guide information

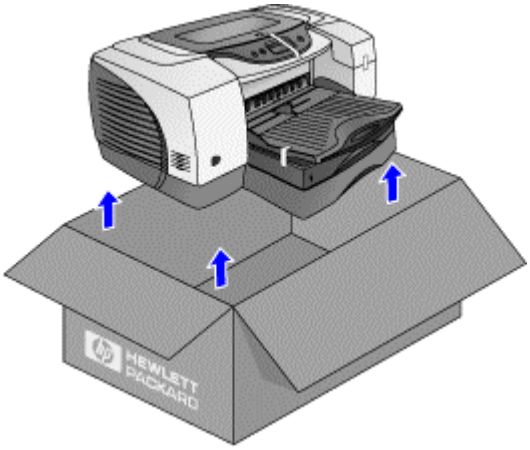
printer

components on the basis of the types of SKUs

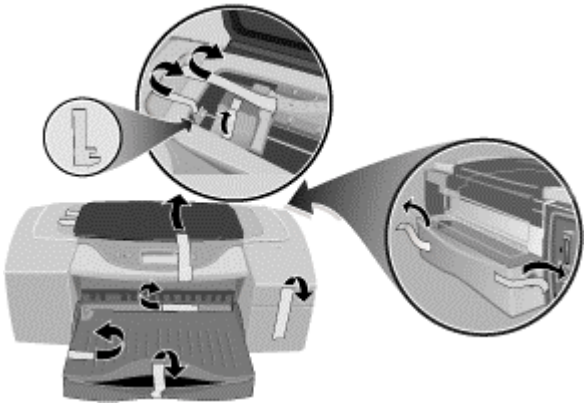
- hp color inkjet printer cp1700: Packaged with the base printer
- hp color inkjet printer cp1700ps: Packaged with the base printer and Adobe PostScript 3 Software RIP
- hp color inkjet printer cp1700/d: Packaged with the base printer and auto-duplex unit

steps to unpack the printer

1. Unpack the printer.



2. Remove the packing tape and any shipping material from inside the printer.

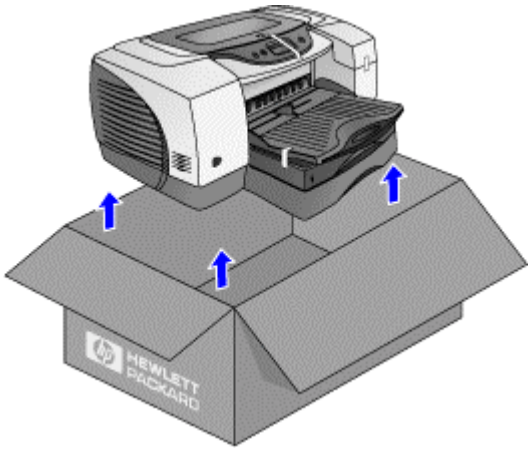


optional tray 2

Steps to unpack Tray 2

Tray 2 is an optional accessory that can be purchased separately. The steps to unpack Tray 2 are:

1. Unpack the printer.

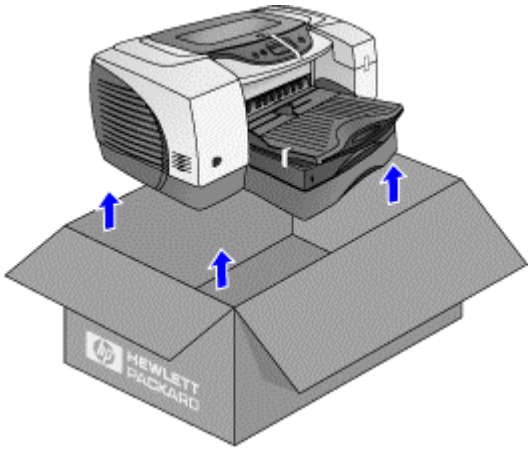


2. Remove the packing tape and any shipping material from inside the trays.

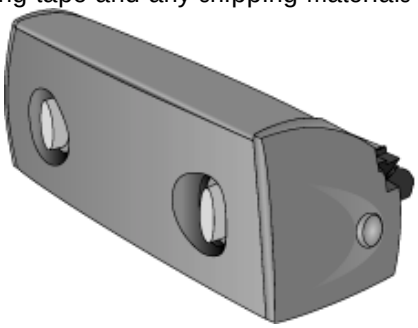
auto-duplex unit

Steps to unpack the auto-duplex unit

1. Unpack the printer.



2. Remove the packing tape and any shipping materials from the auto-duplex unit.



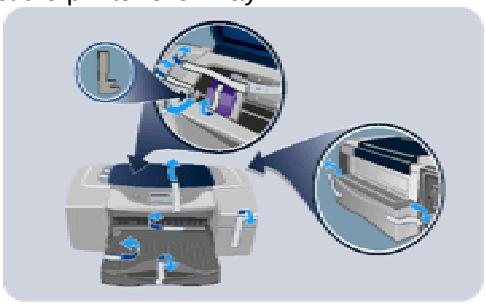
overall setup procedure

check the box contents

setup procedure	Steps
Check the box contents	1. Identify and check the box contents of the printer. **checking the box contents**

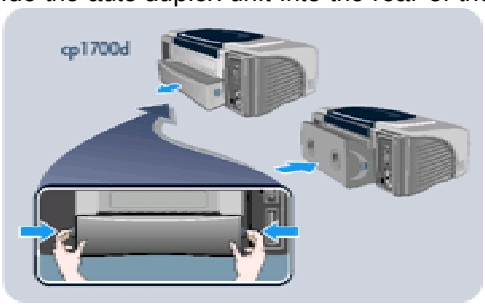
check the box contents

unpack the printer and install tray 2

setup procedure	steps
Unpack the printer and install Tray 2 (optional)	1. Unpack the printer. 2. Remove the packing tape and shipping material from inside the trays. 3. To install Tray 2, position the tray at the location where you want to place the printer. 4. Lift the printer and align the sides of Tray 1 with the sides of Tray 2. 5. Set the printer over Tray 2.  **unpacking the printer**

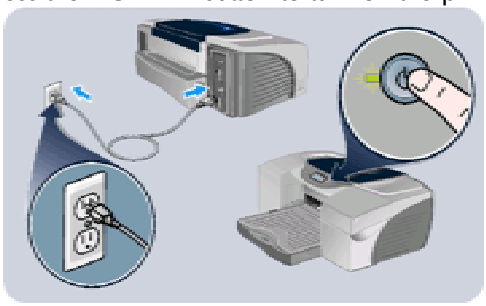
unpack the printer and install tray 2

install the auto-duplex unit

setup procedure	Steps
Install the auto-duplex unit (Available with hp color inkjet printer cp1700/d) (Optional with hp color inkjet printer cp1700 and hp color inkjet printer cp1700 ps)	1. At the rear of the printer, push the buttons on both sides of the rear access panel. Then, slide the rear access panel out. 2. Slide the auto-duplex unit into the rear of the printer.  **installing the auto-duplex unit**

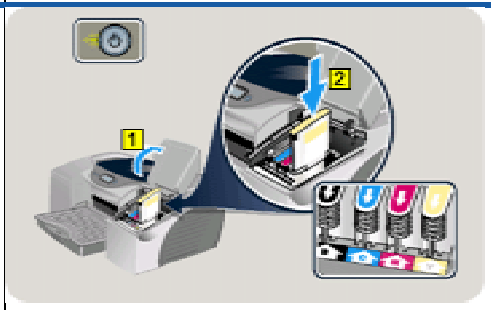
install the auto-duplex unit

turn on the printer

setup procedure	steps
Turn on the printer	1. Connect the power cord to the printer and plug it in. 2. Press the **POWER** button to turn on the printer.  **turning on the printer**

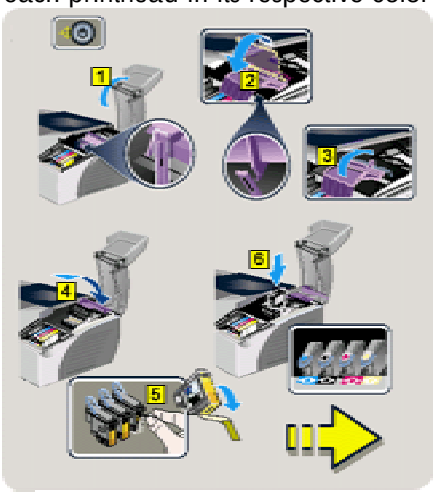
turn on the printer

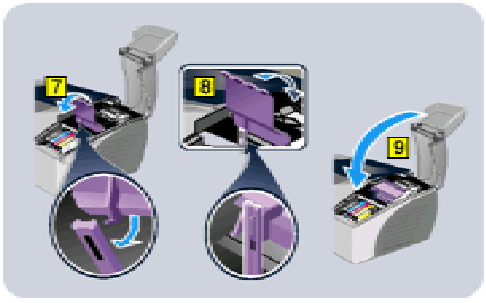
install ink cartridges

setup procedure	Steps
Install ink cartridges	 1. Turn on the printer. 2. Lift the ink cartridge door. 3. Remove each ink cartridge from its package and install each ink cartridge in its respective color-coded socket. **installing ink cartridges**

install ink cartridges

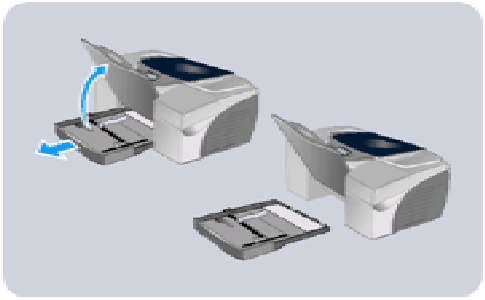
install printheads

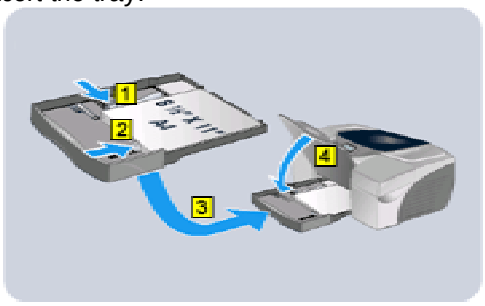
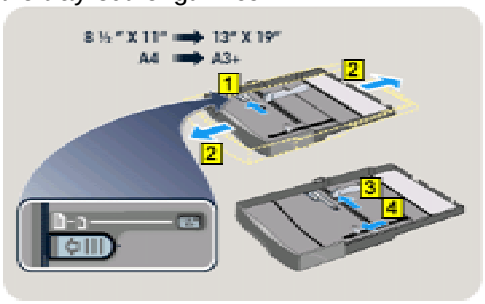
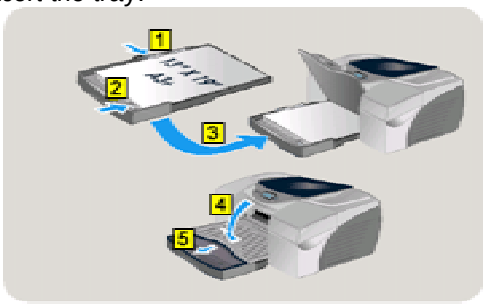
setup procedure	Steps
Install printheads	1. Ensure that the printer is turned on. 2. Lift the printhead cover. 3. Open the printhead access latch and first pull it forward and then down. This releases the hook of the latch from the carriage lock. 4. Lift and push the printhead access latch toward the rear of the printer. 5. Remove the package and protective tape from each printhead.
	6. Insert each printhead in its respective color-coded socket.  **installing printheads**

Install printheads	1. Close the printhead access latch firmly so that the hook catches the carriage lock. 2. Close the printhead and ink cartridge covers. 3. Wait until the printer initializes the printheads. When initialization is complete, an alignment page prints. **Note** *Ensure that paper is present in the printer before an alignment page prints.*  **installing printheads**

install printheads

load paper

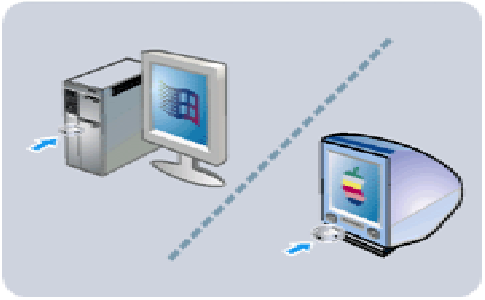
setup procedure	steps
Load paper	1. Pull the tray out of the printer to load the paper.  **pulling the tray out of the printer**

Load paper	1. Slide the paper length and width guides to their outermost positions. 2. Insert paper or transparencies into the tray. 3. Slide the paper length and width guides to fit against the paper. 4. Reinsert the tray.  **loading paper**
Load paper	1. To support paper larger than the legal size, locate the tray extension lock on the front left of the tray. 2. Slide the tray extension lock to the left and then release it. 3. Pull the tray out lengthwise.  **loading paper larger than the legal size**
Load paper	1. Insert paper or transparencies into the tray. 2. Reinsert the tray.  **loading paper larger than the legal size**

Load paper	1. Press the **RESUME** button to resume the print operation. **resuming the print operation**

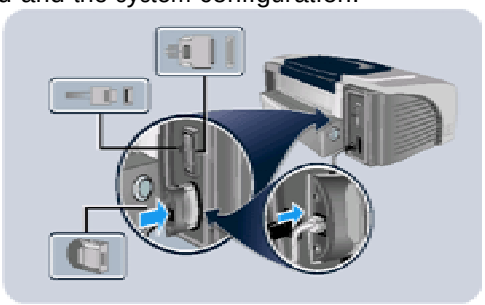
load paper

install the printer software

setup procedure	Steps
Install the printer software	1. Install the printer software from the starter CD.  **installing the printer software**

install the printer software

connect the interface cable

setup procedure	steps
Connect the interface cable	1. Connect the printer to the computer using: o USB cable or o Parallel cable or o LIO module 2. Select the interface cable based on the operating system used and the system configuration.  **connecting the interface cable**

overall setup procedure

set the LCD language

The LCD panel displays messages in English, by default. You can set the printer to display messages and print configuration pages in a different supported language. To set the LCD language you can use the Toolbox or the LCD panel.

set the LCD language using the LCD panel

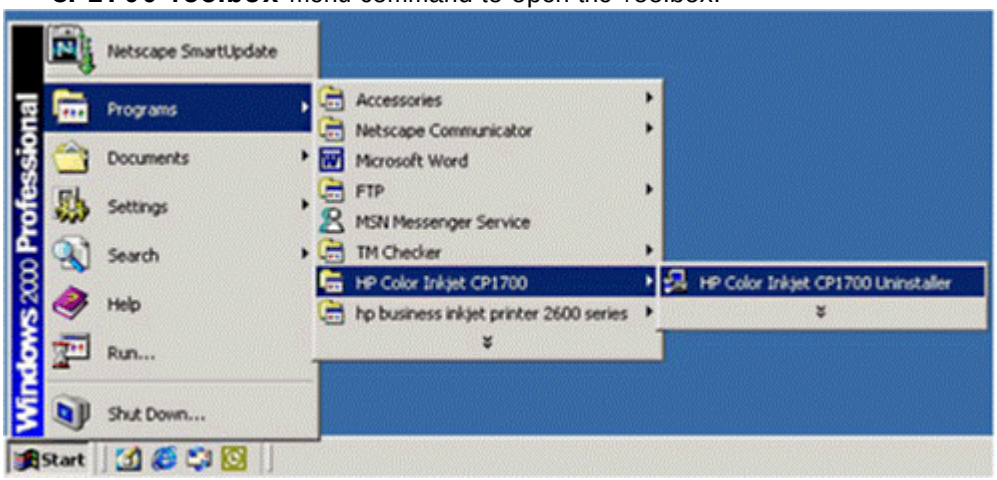
1. Ensure that the printer is turned off.
2. Hold down the **CANCEL** button and press the **POWER** button to turn on the printer in a language-setting mode.

Note *When the printer turns on, the LCD displays the current language.*

3. Press the **CANCEL** button to scroll through the language list.
4. Press the **RESUME** button to confirm the language selected.

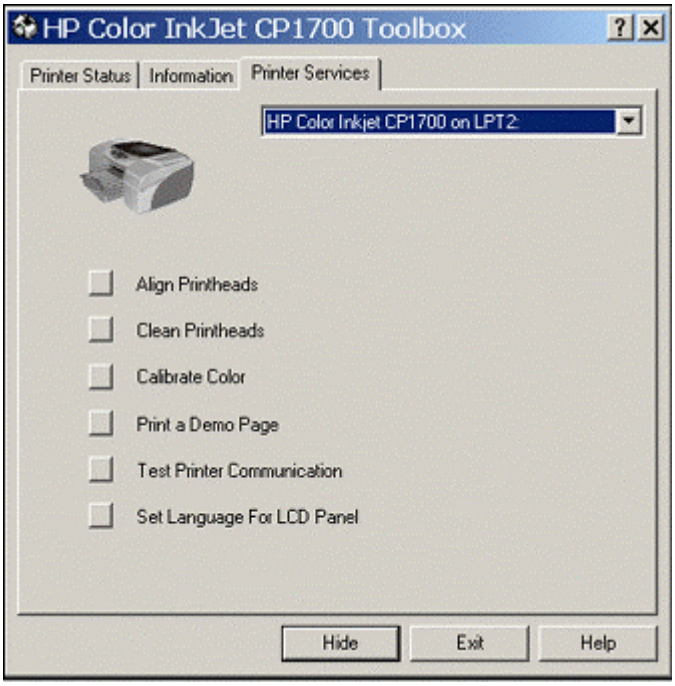
set the LCD language using the Toolbox

1. Ensure that the printer is turned on.
2. Select the **Start** -> **Programs** -> **HP Color Inkjet CP1700** -> **HP Color Inkjet CP1700 Toolbox** menu command to open the Toolbox.



accessing the toolbox

3. Select the **Printer Services** tab.



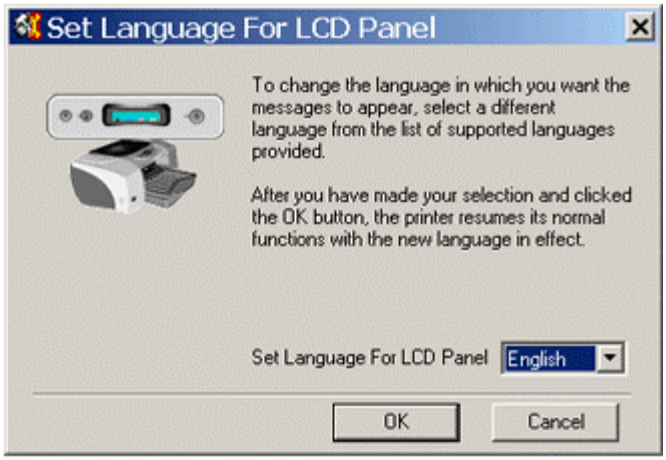
printer services tab

4. Select the **Set Language for LCD panel** option to set the required language.

Set Language For LCD Panel
To change the language in which you want the messages to appear, select a different language from the list of supported languages provided.
After you have made your selection and clicked the OK button, the printer resumes its normal functions with the new language in effect.
Set Language For LCD Panel
OK
Cancel

set language for LCD panel option

5. In the **Set language for LCD panel** dialog box, select the required language from the **Set Language for LCD panel** combo box.


Set Language For LCD Panel
To change the language in which you want the messages to appear, select a different language from the list of supported languages provided.
After you have made your selection and clicked the OK button, the printer resumes its normal functions with the new language in effect.
Set Language For LCD Panel
English
OK
Cancel

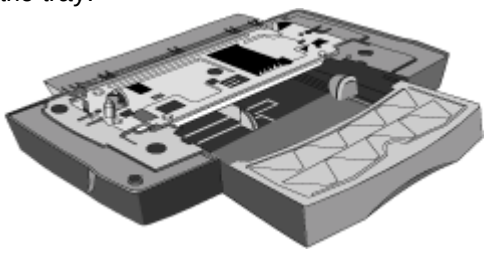
set the required language

install tray 2

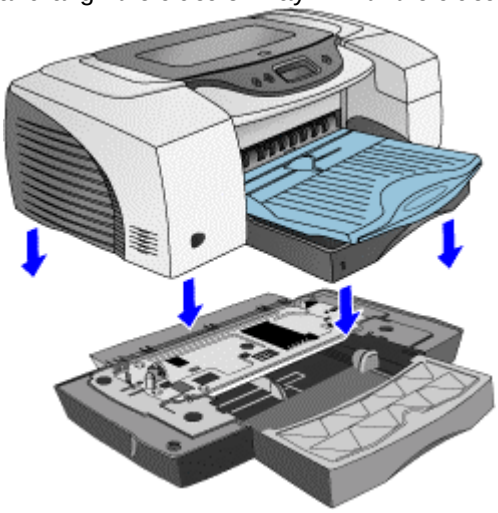
Steps to install tray 2

Tray 2 is an optional accessory for the hp color inkjet printer cp1700. The steps to install tray 2 are:

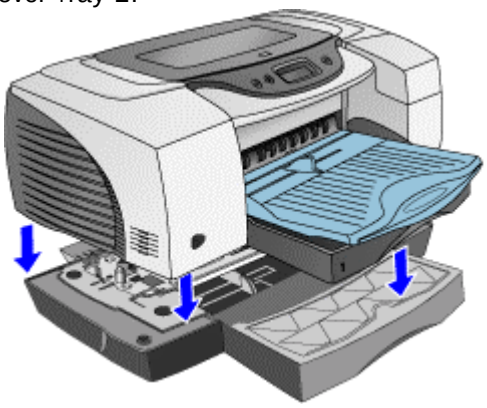
1. Position Tray 2 where the printer is to be placed. The printer is designed to rest directly on top of the tray.



2. Lift the printer and align the sides of Tray 1 with the sides of Tray 2.



3. Set the printer over Tray 2.



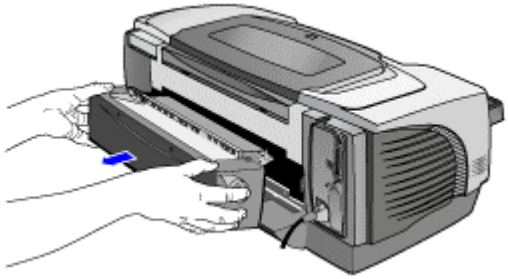
install the auto-duplex unit

Steps to install the auto-duplex unit

To install the auto-duplex unit, remove the preinstalled rear access panel.

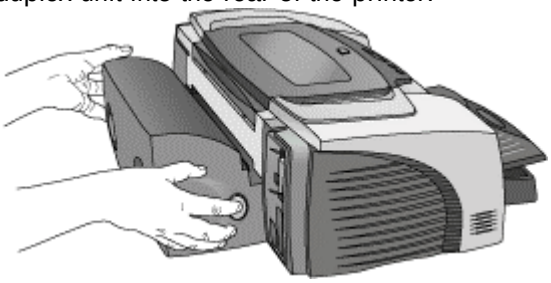
1. At the rear of the printer, push the buttons on both sides of the rear access panel. Then, slide the rear access panel out.

Warning *Do not press the buttons on either side of the auto-duplex unit during installation. This may disrupt the installation process.*



remove the rear access panel

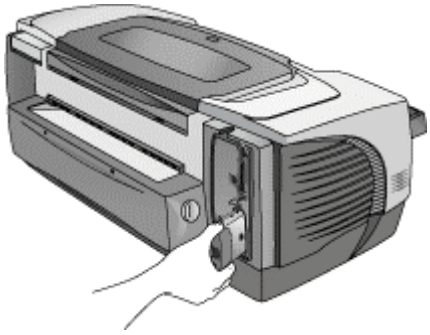
2. Slide the auto-duplex unit into the rear of the printer.



slide the auto-duplex unit

hp JetDirect print server

hp JetDirect print server



hp JetDirect print server/Internet connector LIO module

The printer can be shared in a network environment by using an LIO module. The LIO module can be used in a client-server or peer-to-peer network.

The LIO module provides:

- Networking capabilities
- Internet connectivity

The LIO module is an optional accessory that you can purchase.

The hp JetDirect 200m/250m print server is a low-end input/output (LIO) module that plugs into the LIO slot of the printer and provides networking for the printer. It utilizes 10/100Base-Tx Ethernet networking technology and comes with Status and Link-speed LEDs, and a Test/Reset Button.

The hp JetDirect 200m/250m print server helps small businesses and small workgroups share hp printers with LIO connectivity slots on a network. By connecting their printer to the Internet with this print server, workgroups can use a variety of current and future printing e-services and other distributed printing services.

differences between hp JetDirect 200m and hp JetDirect 250m

The hp JetDirect 200m and the hp JetDirect 250m are very similar. The main difference between the two print servers is 250m's greater versatility. Both the print servers support recent Microsoft and Apple network operating systems. However, the hp JetDirect250m also supports Novell, Linux, Unix and several other Network operating systems and the 250m is upgradeable via flash memory downloads using the hp Download Manager.

install ink cartridges

identifying the part numbers and part names of ink cartridges

part name	part number
Black ink cartridge	C4840A
HP No. 10 Black ink cartridge	C4844A
HP No. 11 Cyan ink cartridge	C4836A
HP No. 11 Magenta ink cartridge	C4837A
HP No. 11 Yellow ink cartridge	C4838A

part numbers and part names of ink cartridges

installing ink cartridges

1. Turn on the

turning on the printer

2. Lift the ink cartridge door.

lifting the ink cartridge door

3. Remove each ink cartridge from its package, and install each ink cartridge in its respective color-coded socket.

installing the ink cartridge

4. Press each ink cartridge firmly to ensure proper contact after installation.

ensuring proper installation

guidelines for maintaining ink cartridges

- Keep the ink cartridges sealed in the original packaging until you are ready to use them.
- Keep the opened ink cartridges in the printer or sealed in a plastic bag.
- Use the first-in first-out inventory process to avoid having expired ink cartridges in stock.
- Store ink cartridges at room temperature.

identifying the expiration dates

- Install-by Date: Printed on the retail box for ink cartridges. Install by this date for optimized performance.
- Manufacture Date: Printed on the pouch for ink cartridges. The number is in the following format: YYMMDDhhmm. For example, an ink cartridge manufactured on November 19, 1999 at 1:12 pm has a Manufacture Date of 9911191312.
- End-of-Warranty Date: Printed directly on ink cartridges. It marks the end date of the warranty period for ink cartridges.

install printheads

identifying the part numbers and part names of printheads

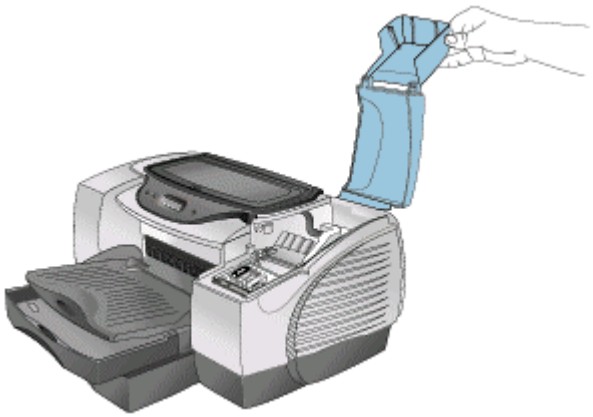
part name	part number
HP No. 11 Black Printhead	C4810A
HP No. 11 Cyan Printhead	C4811A
HP No. 11 Magenta Printhead	C4812A
HP No. 11 Yellow Printhead	C4813A

part numbers and part names of printheads

Warning *Before installing the printheads ensure that you move the carriage to the docking position.*

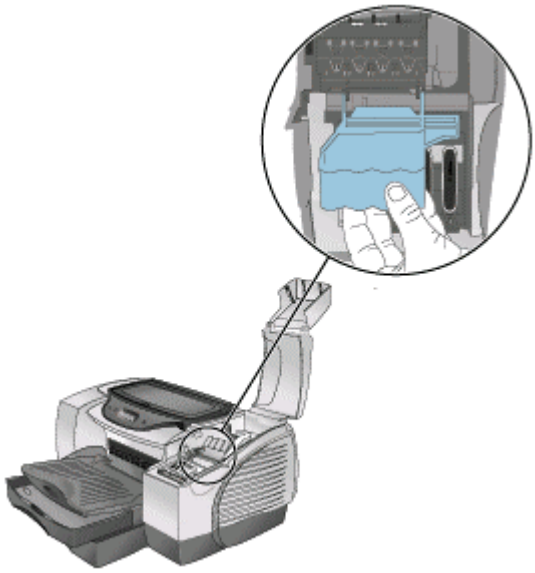
installing printheads

1. Ensure that the printer is turned on.
2. Lift the printhead cover.



lifting the printhead cover

3. Open the printhead access latch and first pull it forward and then down. This releases the hook of the latch from the carriage lock.

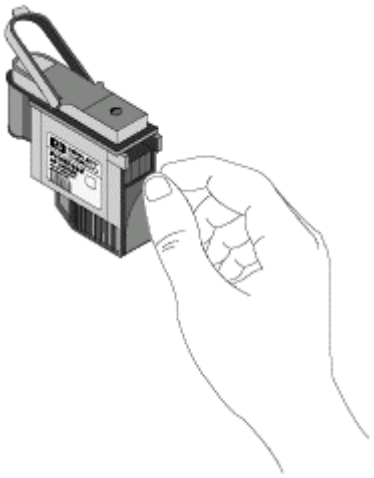


opening the printhead access latch

4. Lift and push the printhead access latch toward the rear of the printer.

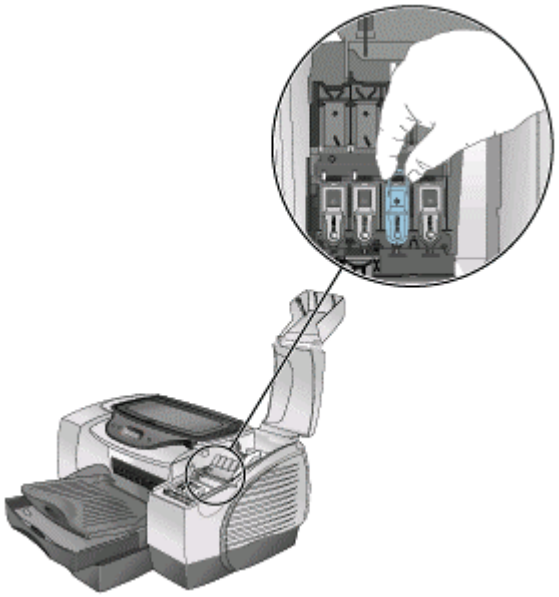
lifting the printhead access latch

5. Remove the package and protective tape from each printhead.



removing the protective tape

6. Insert each printhead in its respective color-coded socket.

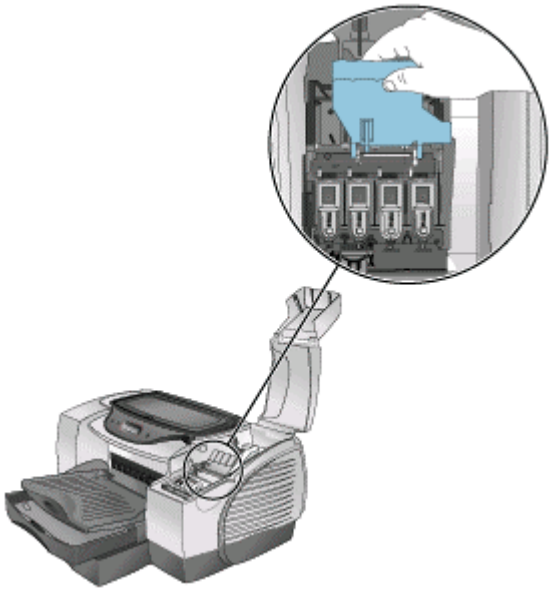


inserting the printhead

7. Press each printhead firmly to ensure proper contact after installation.

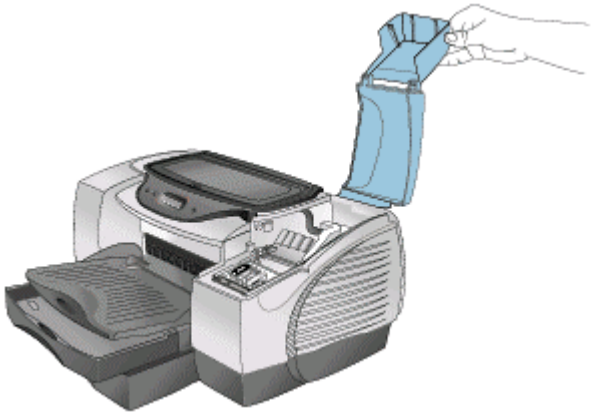
ensuring correct installation

8. Close the printhead access latch firmly so that the hook catches the carriage lock.



closing the printhead access latch

9. Close the printhead and ink cartridge covers.



closing the printhead and ink cartridge covers

10. Wait until the printer initializes the printheads. When initialization is complete, an alignment page prints.

Note *If an alignment page does not print, ensure that the printer is loaded with paper.*

printhead initialization

guidelines for maintaining printheads

- Keep the printheads sealed in the original packaging until you are ready to use them.
- Keep the opened printheads in the printer or sealed in a plastic bag.
- Store printheads at room temperature.
- Power off the printer by pressing the Power button. Do not power off the printer by unplugging the power cord. Powering off with the Power button returns the Carriage to the Service Station. The Service Station caps the printhead ink nozzles to prevent them from drying.

identifying the expiration dates

- Install-by Date: Printed on the retail box for printheads. Install by this date for optimized performance.
- Manufacture Date: Printed on the pouch for printheads. The number is in the following format: YYMMDDhhmm. For example, a printhead manufactured on November 19, 1999 at 1:12 pm has a Manufacture Date of 9911191312.
- End-of-Warranty Date: Printed directly on printheads. It marks the end date of the warranty period for printheads

media type matrix

media type	tray 1	tray 2	front manual feed	rear manual feed
Plain Paper	Yes	Yes	Yes	Yes
Inkjet Paper	Yes		Yes	Yes
Photo Paper	Yes		Yes	Yes
Transparency Film	Yes		Yes	Yes
Special Paper (Bannerpaper, restickables,iron transferables)	Yes		Yes	Yes
Greeting cards, including Hagaki cards	Yes			Yes
Index Cards	Yes			Yes
Brochure Paper	Yes		Yes	Yes

media type matrix

The printer supports media ranging from 4 x 6 inches to 13 x 19 inches. The printer has 4 paper paths:

- Tray 1 (default tray)
- Tray 2 (optional accessory)
- Front manual feed
- Rear manual feed

paper capacity and weight matrix

tray or bin	size or type of media	weight	capacity
Tray 1	• Paper (Plain, Inkjet, Photo, Brochure paper) • Envelopes • Cards • Transparencies	• 16 to 36 lb (60 to 135 gsm) • 20 to 24 lb • 110 lb index	• Up to 150 sheets • Up to 15 envelopes • Up to 60 cards • Up to 80 transparencies
Tray 2	• Plain paper up to 13 x 19 inches	16 to 28 lb (60 to 105 gsm)	• Up to 400 sheets
Front manual feed	• Paper (All paper types supported by Tray 1) • Envelopes • Cards • Transparencies	• 16 to 36 lb (60 to 135 gsm) • 20 to 24 lb • 110 lb index	• Up to 10 sheets • Up to 10 envelopes • Up to 10 cards • Up to 3 transparencies
Rear manual feed	• Paper (Plain, Inkjet, Photo, Brochure paper) • Envelopes • Cards • Transparencies • Special media	• 16 to 72 lb (60 to 270 gsm) • 20 to 24 lb • 110 lb index	• 1 sheet • 1 envelope • 1 card • 1 transparency • 1 sheet
Output tray	All media types		Up to 75 sheets
Auto-duplex unit	Media up to 13 x 19 inches	16 to 36 lb	

tray specifications

guidelines for loading paper

- Default paper size of Tray 1 and Tray 2: 8.5 x 14 inches (215.9 x 355.6 mm).
- Default tray: Tray 1.
- For paper that is smaller than the default size of paper for the trays: Adjust the paper width and length guides in the required tray.
- For paper of sizes A3, 11 x 17 inches, and 13 x 19 inches/A3+: Extend Tray 1 and Tray 2.
- Media is always loaded in portrait orientation even when printing in landscape orientation. Select the output orientation from the software used.

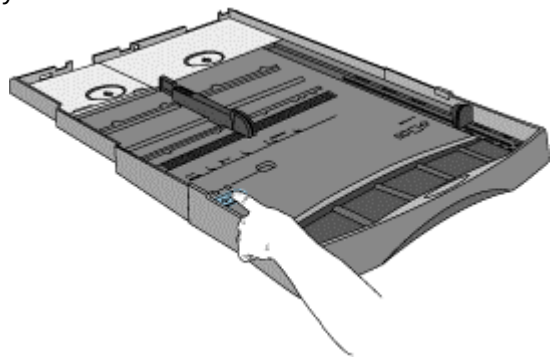
Note *To prevent a paper jam, do not load more than one type of paper in a paper path. Always remove the existing paper and realign the paper with new paper before loading.*

extend tray 1 or tray 2

Steps to extend tray 1 or tray 2

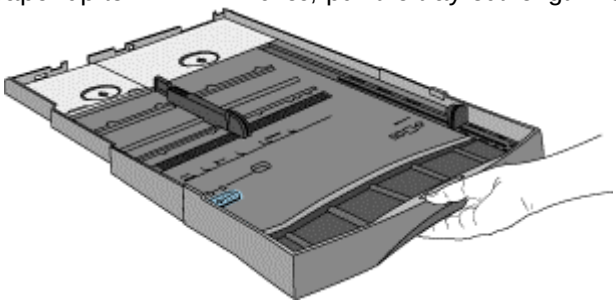
You need to extend the tray to load paper that is larger than the legal size. The steps to extend tray 1 or tray 2 are:

1. Locate the tray extension lock on the front left of the tray.
2. Slide the tray extension lock to the left and then release it.



tray extension lock

To support paper up to 11 x 17 inches, pull the tray out lengthwise.

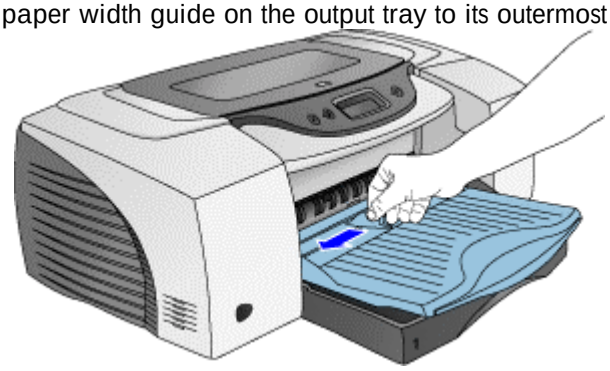


pull the tray out

load the front and rear manual feed

load the front manual feed

1. Slide the paper width guide on the output tray to its outermost position.



sliding the paper width guide outward

2. Insert paper or transparencies into the front manual feed.
   - Insert a maximum of 10 sheets of paper or 3 transparencies.
   - Place the paper along the right of the front manual feed.
   - Push the paper in until it reaches the maximum depth.

inserting media

3. Slide the paper width guide to fit securely against the paper.

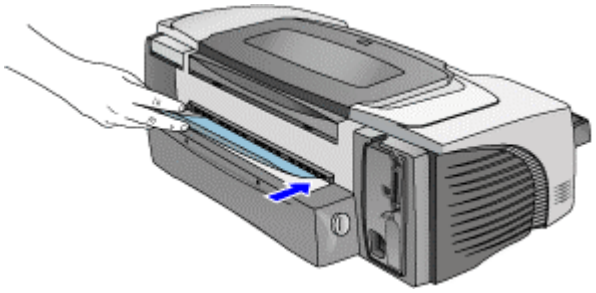
sliding the paper width guide against the paper

load the rear manual feed

The steps to load the rear manual feed are:

1. Insert a single sheet of paper.
   - Insert the paper in portrait orientation.
   - Insert the paper to the left of the rear manual feed. The printer sensors activate the rear manual feed mechanism.

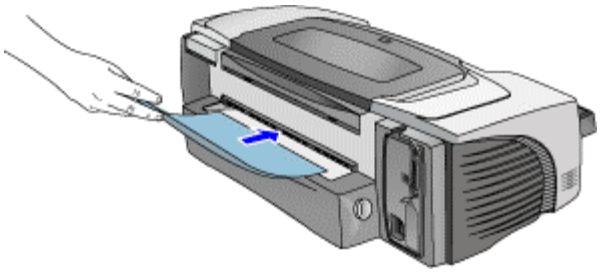
Note *The paper should be placed with the print side facing upward.*



inserting paper

2. Push the paper into the printer until it reaches the maximum depth. When the printer sensors detect the paper, the printer pulls the paper further into the printer.

Note *The printer sensors activate the rear manual feed mechanism after 2 seconds.*



pushing the paper

scrubber utility

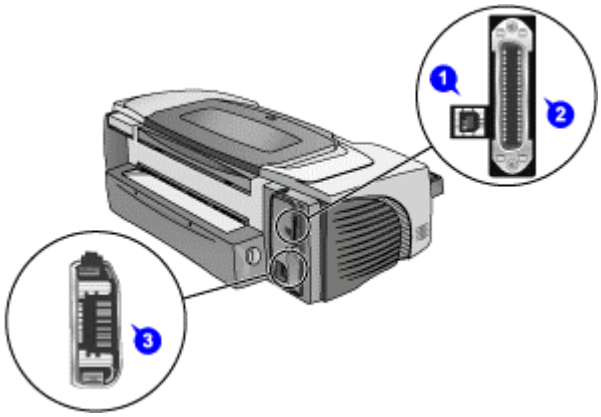
The scrubber utility enables you to clean the system in the following situations:

- A failed uninstallation
- An unclean uninstallation

Note *The scrubber utility is available only for Windows 2000 and Windows 98/ME.*

- Reads the .ini file for all information.
- Deletes all printers using the driver specified.
- Deletes the printer driver and its dependent files.
- Deletes all the devices in the computer with the specified plug-n-play ID and USB ID.
- Deletes all the .inf and .pnf files specified in the scrub.ini file.
- Deletes all oem*.* files in the inf directory.
- Deletes all the files specified in the DeleteFiles section.

Note *To ensure a clean system, execute the uninstaller before using the scrubber utility.*



connection points in the rear of the printer

print a demo page

print a demo page

Print a demo page to perform the following activities:

- Check the printer setup.
- Check the printer hardware configuration.

You can print a demo page without connecting the printer to the computer and with only a power supply connection. The demo page does not ensure that the computer and printer are properly connected.

The steps to print a demo page are:

1. Turn on the printer.
2. Press and hol
3. Hold the **RES**
4. Release the **P**

garden brilliance
hp color inkjet printer cp1700
high quality, wide-format printer
designed for small business
beautiful quality, quick
Achieve realistic photo quality with HP PhotoREt III at
16ppm black and 14.5ppm color. Why wait?
lower cost-per-page
Individual color ink cartridges give you lower cost-per-page and
low intervention rates. Save more.
wide-format and paper versatility
Print up to 13"x19"/A3+ on plain and photo paper,
transparencies and card stock. You decide.
invent
www.hp.com

demo page

print a double-sided demo page

To check whether the printer is working with the auto-duplex unit, print a double-sided demo page.

Note *Print a double-sided demo page with only a power supply connection by using the CANCEL and RESUME buttons.*

The steps to print a double-sided demo page are:

1. Turn on the printer.
2. Press and hold down the **POWER** button.
3. Press the **CANCEL** button three times.
4. Press the **RESUME** button once.
5. Release the **POWER** button to print a double-sided demo page.

install the printer software

printer software

Printer software enables the computer to communicate with the printer. If you do not have access to a CD-ROM drive, download the printer software and other updates from the Internet at the following address:
www.hp.com/support/c1p1700.
The following Windows operating systems support the printer software:

- Windows 95
- Windows 98
- Windows Me
- Windows NT 4.0
- Windows 2000

You must have administrator privileges to install a printer driver on a computer running the Windows NT 4.0 or Windows 2000 operating systems.

Note *It is recommended to install the printer software before connecting the printer to the computer.*

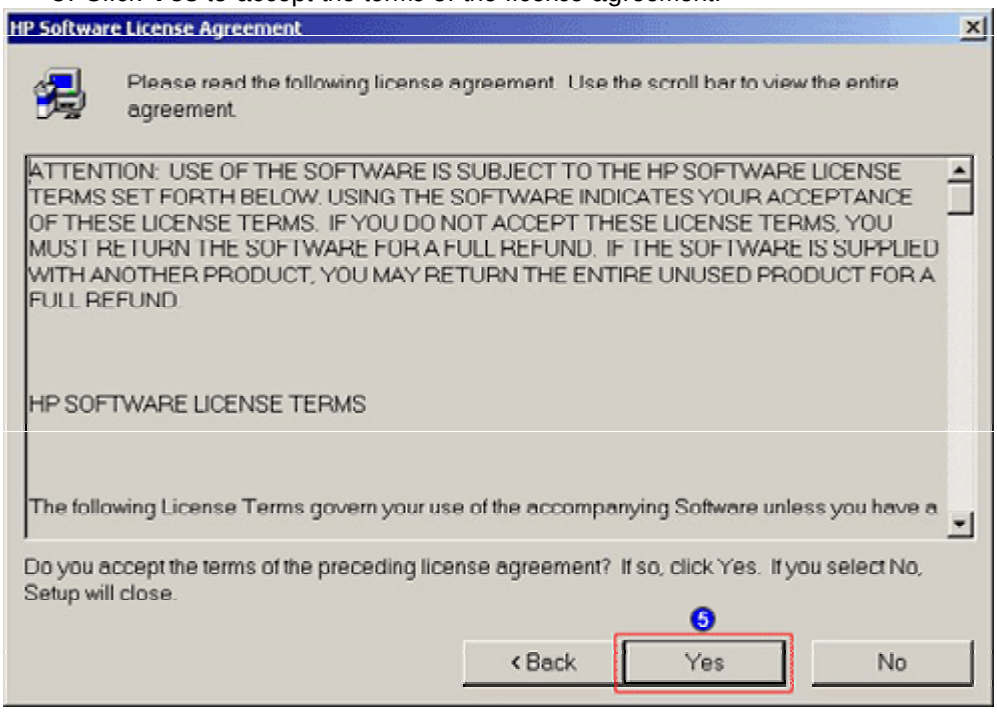
steps to install the printer software

1. Start Windows and ensure that no Windows applications are running.
2. Insert the starter CD into the CD-ROM drive. System Setup Wizard executes automatically.
3. Click Install Printer Driver on the starter CD menu.
4. Select the language of the printer software and click OK.

Note *The software is installed in the language that you select in Windows Control Panel.*

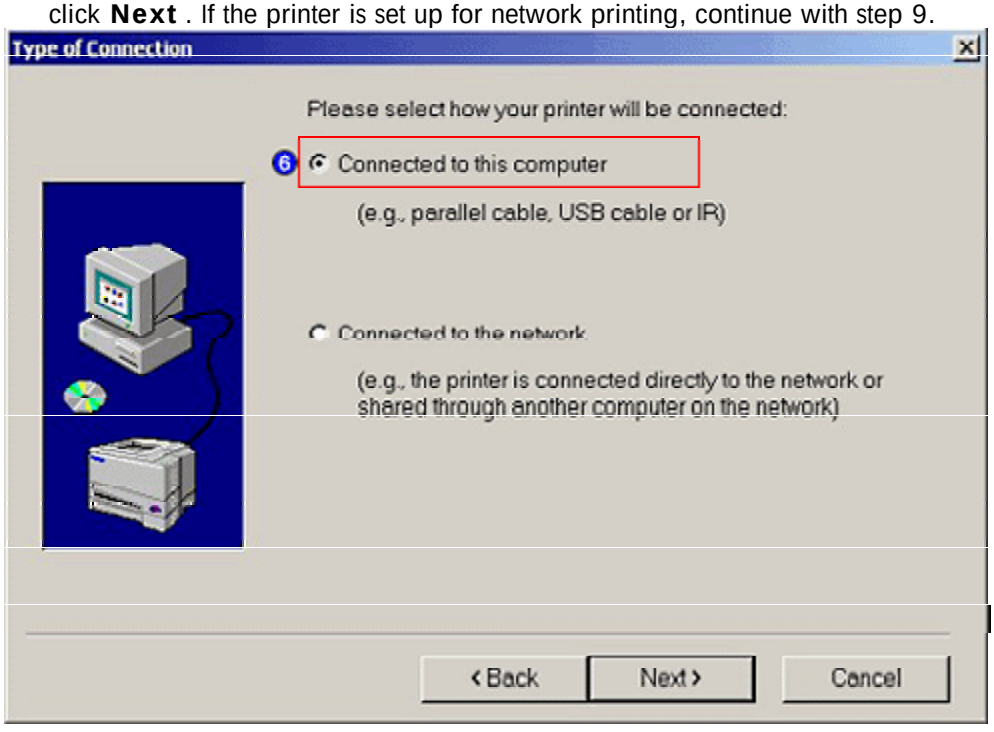
selecting the language

5. Click **Yes** to accept the terms of the license agreement.


HP Software License Agreement
Please read the following license agreement. Use the scroll bar to view the entire agreement.
ATTENTION: USE OF THE SOFTWARE IS SUBJECT TO THE HP SOFTWARE LICENSE TERMS SET FORTH BELOW. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE LICENSE TERMS. IF YOU DO NOT ACCEPT THESE LICENSE TERMS, YOU MUST RETURN THE SOFTWARE FOR A FULL REFUND. IF THE SOFTWARE IS SUPPLIED WITH ANOTHER PRODUCT, YOU MAY RETURN THE ENTIRE UNUSED PRODUCT FOR A FULL REFUND.
HP SOFTWARE LICENSE TERMS
The following License Terms govern your use of the accompanying Software unless you have a
Do you accept the terms of the preceding license agreement? If so, click Yes. If you select No, Setup will close.
5
< Back
Yes
No

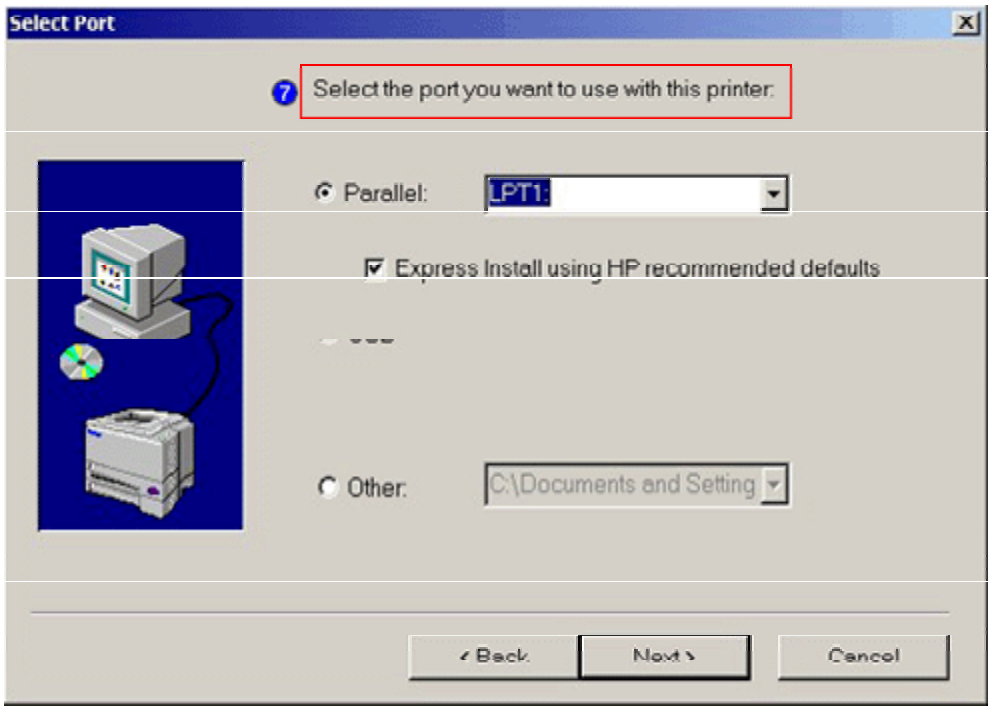
accepting the terms of license agreement

6. If the printer is set up for local printing, click **Connected to this computer** and click **Next** . If the printer is set up for network printing, continue with step 9.


Type of Connection
Please select how your printer will be connected:
6
Connected to this computer
(e.g., parallel cable, USB cable or IR)
Connected to the network
(e.g., the printer is connected directly to the network or shared through another computer on the network)
< Back
Next >
Cancel

setting up the printer for local printing

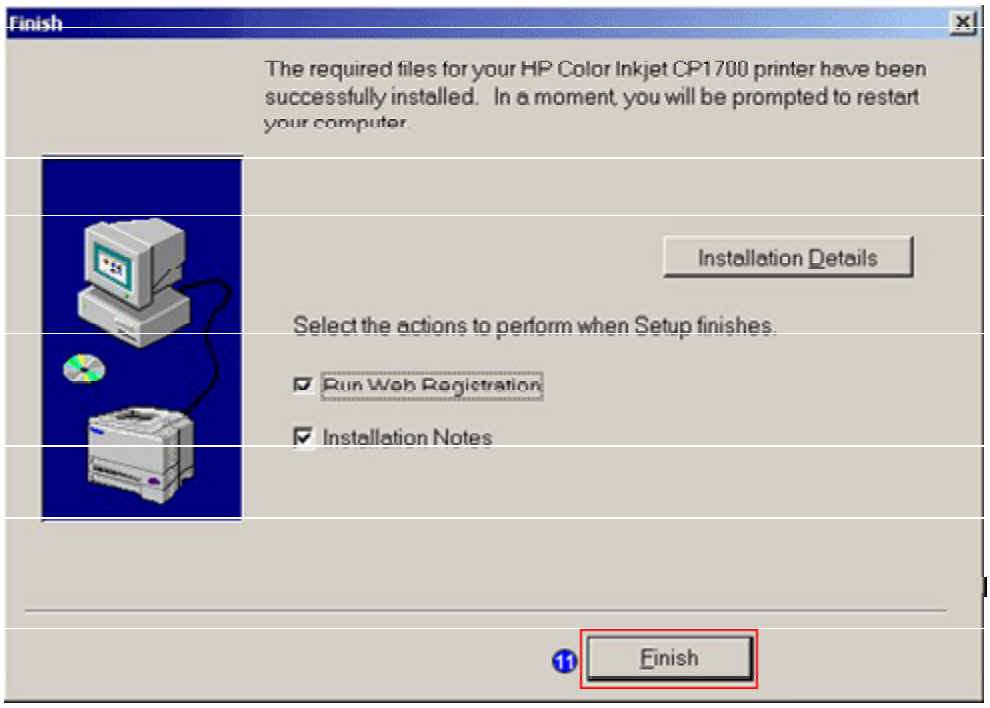
7. Select the type of cable to connect the printer to the computer in the **Cable Type Selection** window and click **Next** .



selecting the type of cable

8. To complete installing the software for a local connection, click the **Finish** button.
9. If the printer is set up for network printing, click **Connected via the network** and then click **Next** .
10. Click **Connected to this computer** if the printer is connected to a server or to another computer.
    - Click **Basic Server** or **Peer-to-peer Network Setup** to create a connection to the printer attached directly to the network.
    - Click **Client Setup** if the printer is setup as a shared printer on the network and is managed by a server or another computer.
11. To complete installing the software for network connection, follow the instructions that appear on the screen.

Note *You can also install the printer software by using the Add Printer wizard.*


Finish
The required files for your HP Color Inkjet CP1700 printer have been successfully installed. In a moment, you will be prompted to restart your computer.
Installation Details
Select the actions to perform when Setup finishes.
Run Web Registration
Installation Notes
11
Finish

completing the installation of the software for local connection

contents of the software CD ROM

identifying the contents of the software CD ROM

The contents of the software CD ROM are:

- CD Shell
- Installer for PCL3 for Windows 9x, Windows NT, and Windows 2000 platforms
- Drivers: Windows, Mac, and ADI
- Toolbox
- Optional software: Print Creator and Acrobat
- Documentation: User Guide and Quick Tour
- Miscellaneous drivers and utilities for other operating systems:
- DOS DJCP
- Scrubber utility
- HP File Expansion utility

languages supported by CD 1

	Europe	NA	AP
Windows driver	• US English • Portuguese(Brazilian) • Euro-Spanish • French • Italian • German • Dutch • Polish • Czech • Turkish • Arabic • Traditional Chinese	• US English • Portuguese(Brazilian) • Euro-Spanish • French • Italian • German • Dutch • Polish • Czech • Turkish • Arabic • Traditional Chinese	• US English • Portuguese(Brazilian) • Euro-Spanish • French • Italian • German • Dutch • Polish • Czech • Turkish • Arabic • Traditional Chinese
Mac driver	• US English • Portuguese (Brazilian) • Euro-Spanish • Swedish • French • Italian • Germany • Dutch • Japanese	• US English • Portuguese (Brazilian) • Euro-Spanish • Swedish • French • Italian • Germany • Dutch • Japanese	• US English • Portuguese (Brazilian) • Euro-Spanish • Swedish • French • Italian • Germany • Dutch • Japanese

languages supported by CD 1 for Windows and Mac drivers

languages supported by CD 2 for Windows and Mac drivers

	Europe	AP
Windows driver	• US English • Swedish • Norwegian • Danish • Finish • Russian • Greek • Hebrew • Japanese • Korean • Simplified Chinese	• US English • Swedish • Norwegian • Danish • Finish • Russian • Greek • Hebrew • Japanese • Korean • Simplified Chinese
Mac driver	• US English • Portuguese (Brazilian) • Euro-Spanish • Swedish • French • Italian • Germany • Dutch • Japanese	• US English • Portuguese (Brazilian) • Euro-Spanish • Swedish • French • Italian • Germany • Dutch • Japanese

languages supported by CD 2

startup page of the CD browser

The startup page of the CD browser consists of the following buttons:

1. **Install printer driver** : Enables you to install the printer driver on the computer.
2. **Browse documentation** : Enables you to view the contents of the following documentation:
   - Release notes
   - User guide
   - Setup poster
   - Printer Web site
3. Register product : Enables you to link to the site http://register.hp.com to register the printer and access service or support.
4. Customization utility: Enables you to copy the printer software onto disks, hard drive or network drive.
5. Optional software: Enables you to install the following optional software:
   - HP Web JetAdmin
   - AutoCAD Driver
   - IrPrint
   - HP Photo Printing software
6. **Quick tour** : Enables you to access the following information related to the printer:
   - Expandability options
   - Connectivity
   - Smart software features

startup page of the CD browser

software installation requirements

software installation requirement in Windows

- Windows 95
- Windows 98
- Windows Me
- Windows NT 4.0
- Windows 2000

software installation requirement in Macintosh

- USB port/IR port/LIO module
- Mac OS 8.6 and above

install the Macintosh printer software

install the printer software for Mac OS X

Note *Set up the printer before installing the printer driver in the Macintosh operating system.*

1. Insert the starter CD into the CD-ROM drive.
2. Double-click the **Installer** icon for the Mac operating system.
3. To complete installing the printer driver, follow the instructions on the screen.
4. Connect the USB cable, containing the part number C6518A.
5. Launch the **Print Center** located in the applications:utility folder. The **Print Center** automatically binds the printer driver.

install the printer software for Mac OS other than Mac OS X

1. Repeat steps 1 to 4 of the procedure to install the printer driver for Mac operating system.
2. Select **Chooser** from the Apple menu.
3. Click the **HP Deskjet xx Printer** icon on the left of the **Chooser** window, where xx represents the version of the current printer driver.
4. Select **HP Color Inkjet CP1700** from the right of the **Chooser** window.
5. Close the **Chooser** window.

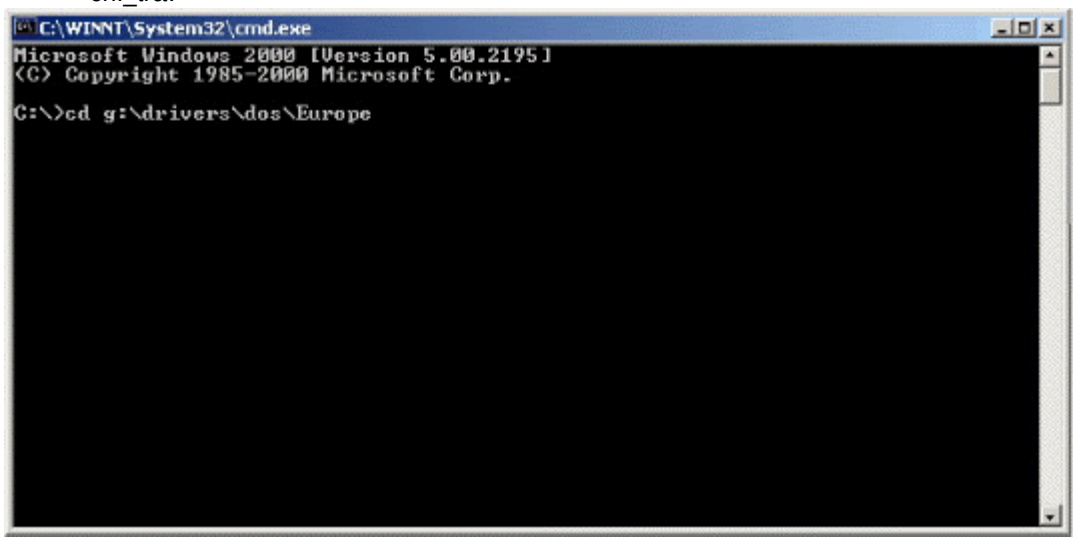
Note *Use the USB cable, which is sold separately, to install the printer driver on the Macintosh operating system.*

install the software on DOS

DOS software installation steps

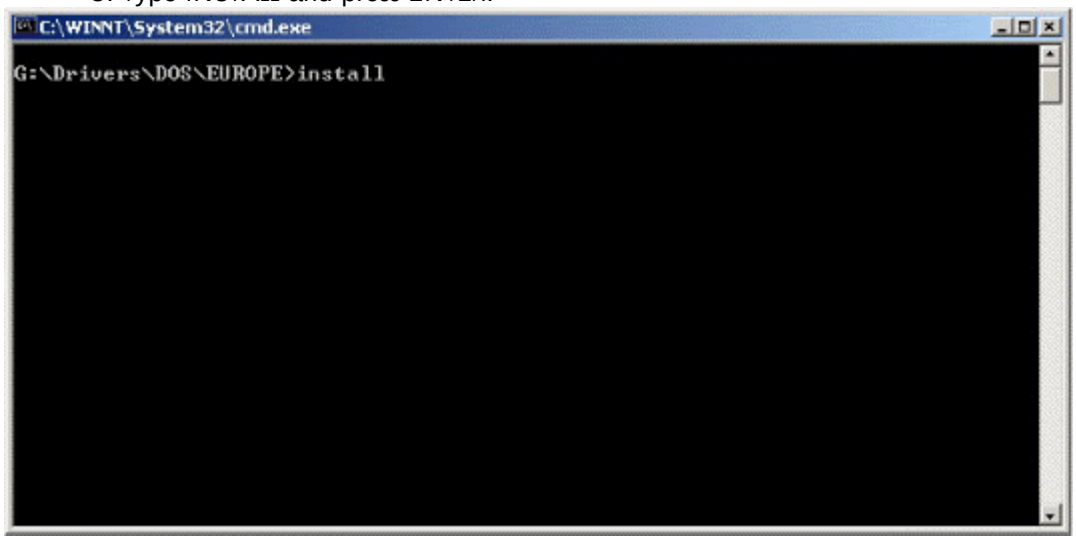
Before installing the DeskJet Control Panel on DOS, ensure that the printer is set up and turned on.

1. Insert the starter CD into the CD-ROM drive.
2. At the DOS prompt, type the CD-ROM drive letter and press ENTER. Change the directory to drivers\dos\<location>\ where <location> represents either Europe or chi_tra.



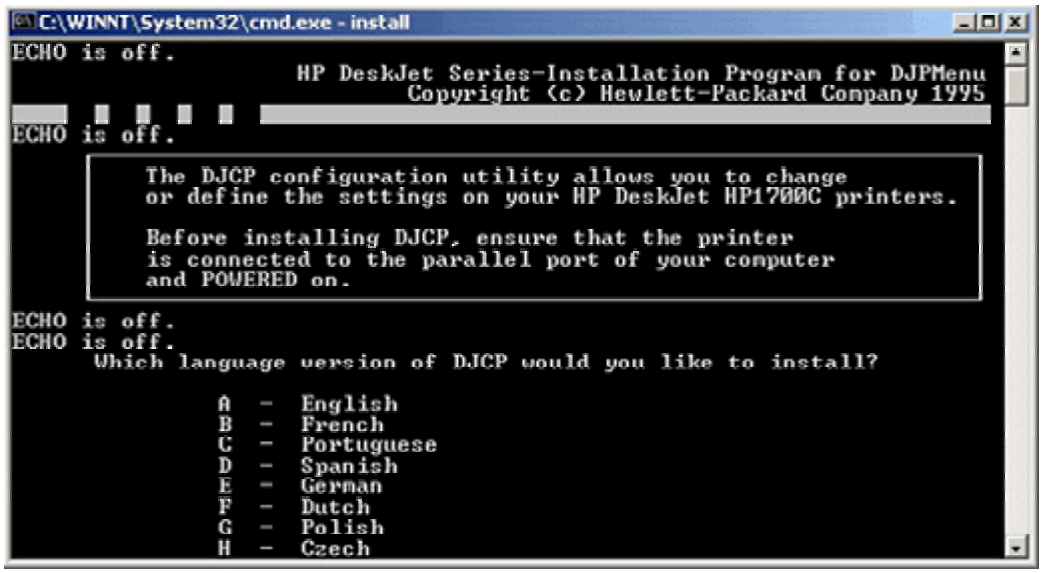
changing to the CD-ROM drive

3. Type INSTALL and press ENTER.



typing install to install the printer software

4. Type the letter of the language version of DJCP to be installed from the language menu displayed.


C:\WINNT\System32\cmd.exe - install
ECHO is off.
HP DeskJet Series-Installation Program for DJPMenu
Copyright (c) Hewlett-Packard Company 1995
ECHO is off.
The DJCP configuration utility allows you to change
or define the settings on your HP DeskJet HP1700C printers.
Before installing DJCP, ensure that the printer
is connected to the parallel port of your computer
and POWERED on.
ECHO is off.
ECHO is off.
Which language version of DJCP would you like to install?
A - English
B - French
C - Portuguese
D - Spanish
E - German
F - Dutch
G - Polish
H - Czech

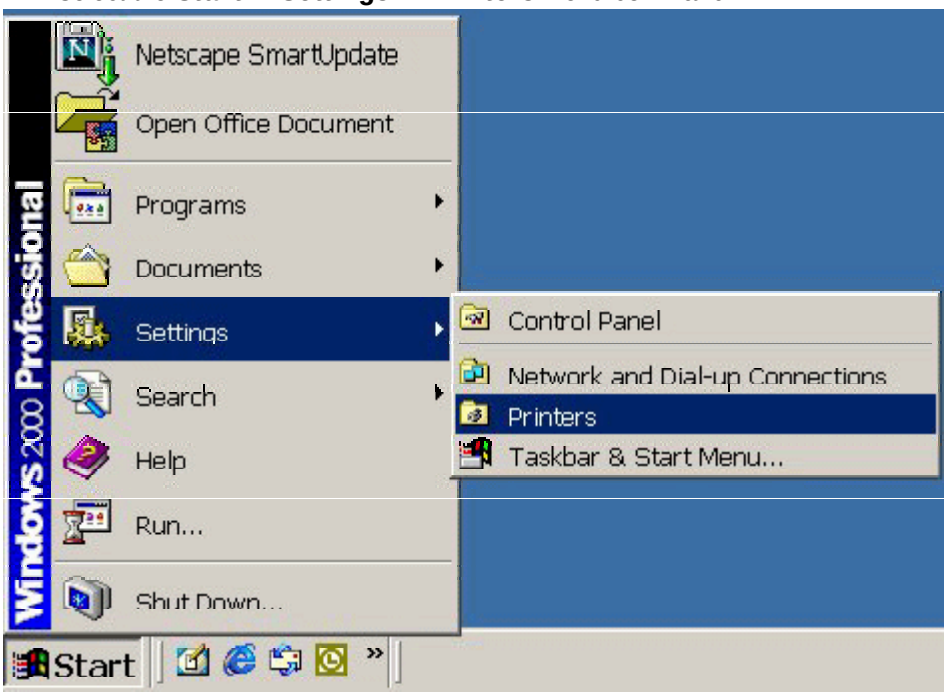
identifying the language version of DJCP

install the printer software using the add printer wizard

install the printer software for local printing using the add printer wizard

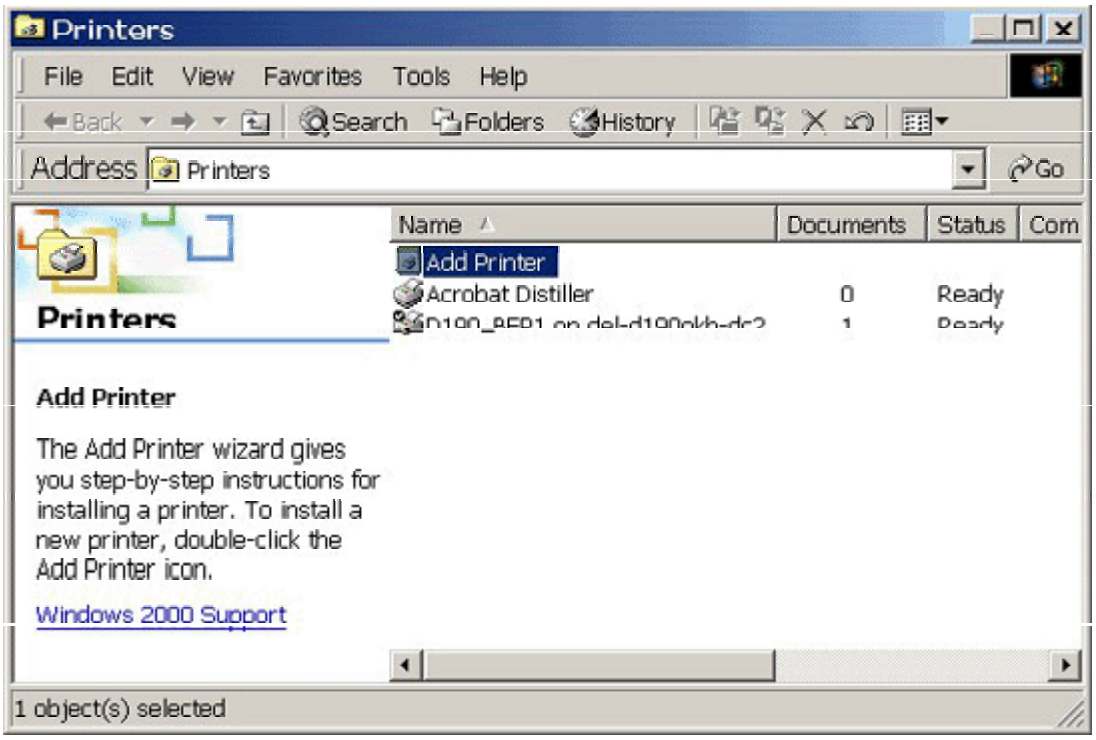
The steps to install the printer software local printing are:

1. Select the **Start** -> **Settings** -> **Printers** menu command.



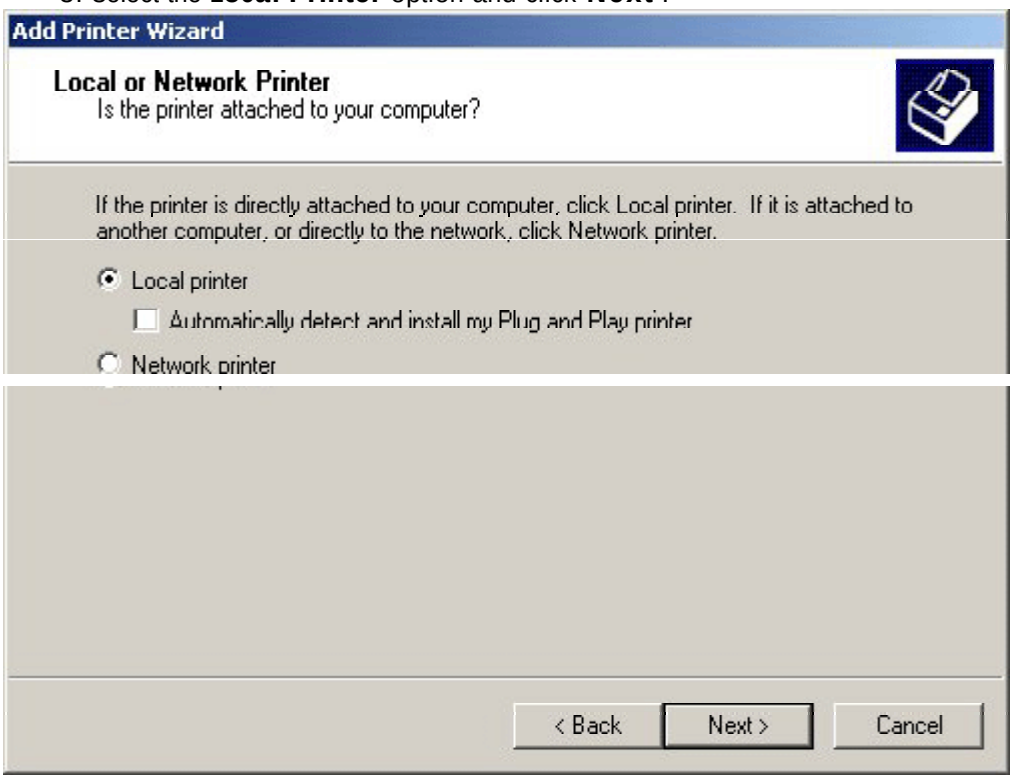
opening the Printers window

2. Double-click the **Add Printer** icon and click **Next** button.



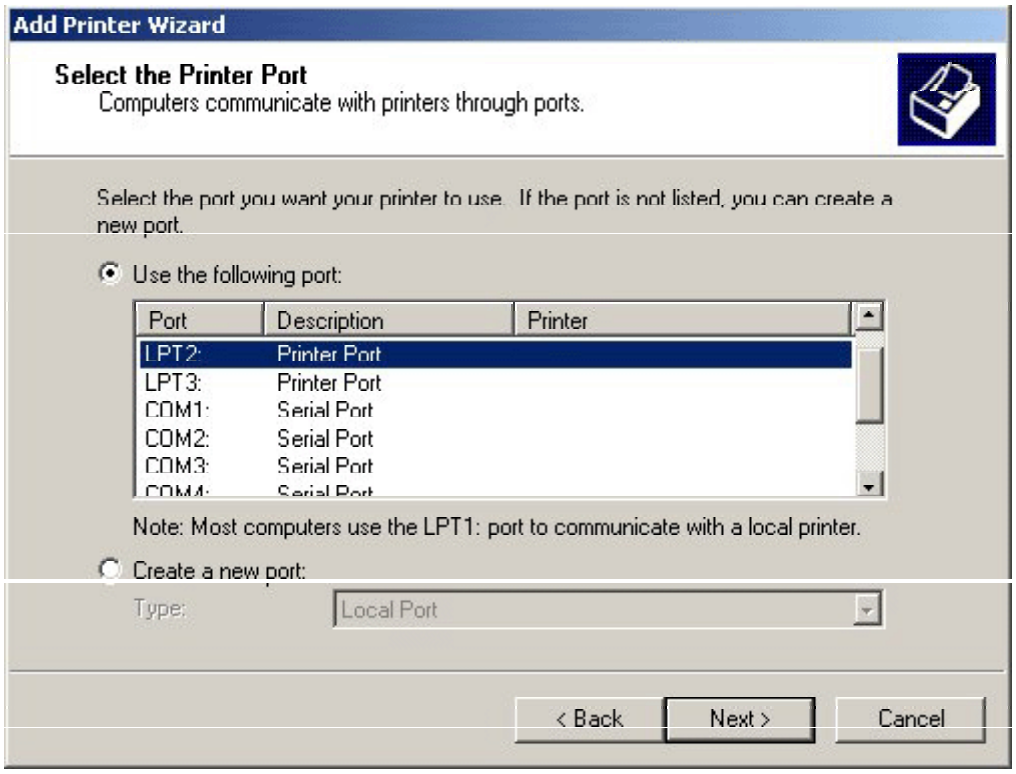
accessing the Add Printer wizard

3. Select the **Local Printer** option and click **Next** .


Add Printer Wizard
Local or Network Printer
Is the printer attached to your computer?
If the printer is directly attached to your computer, click Local printer. If it is attached to another computer, or directly to the network, click Network printer.
Local printer
Automatically detect and install my Plug and Play printer
Network printer
< Back
Next >
Cancel

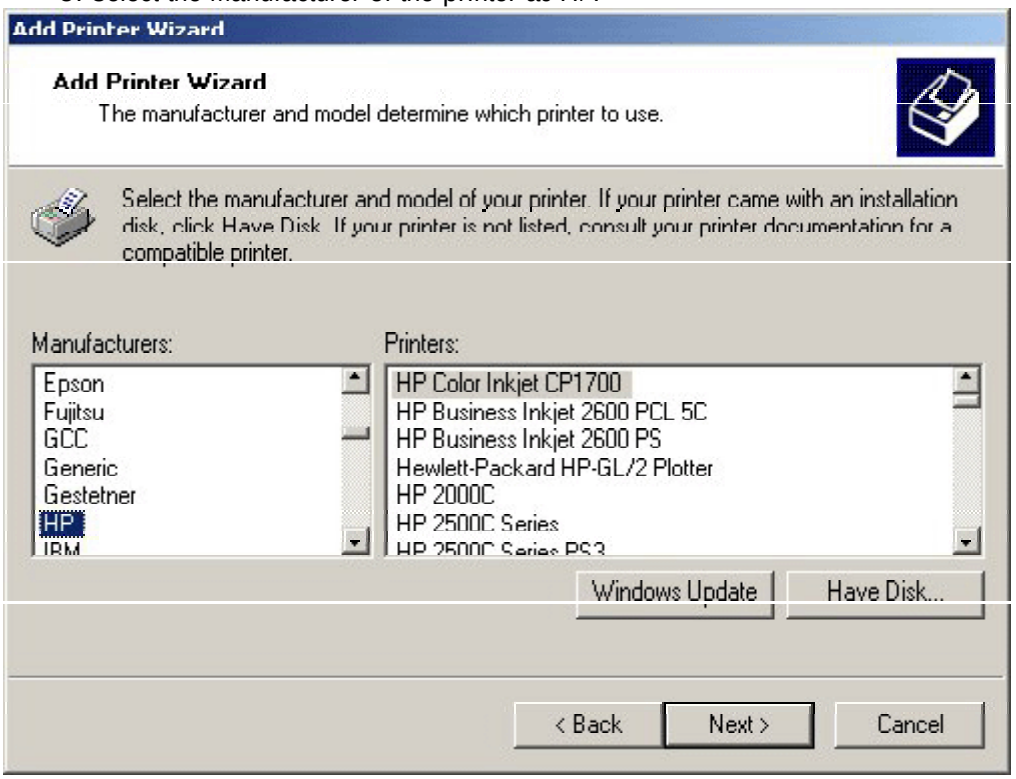
selecting the Local printer option

4. Select the printer port and click **Next** .



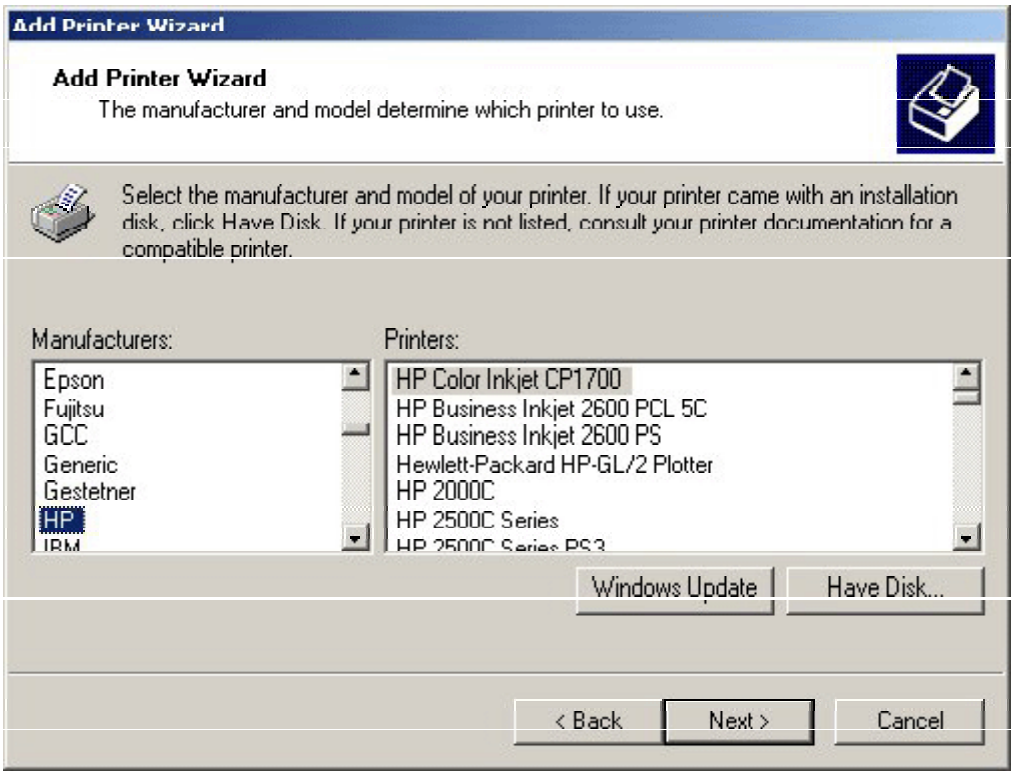
selecting the printer port

5. Select the manufacturer of the printer as HP.



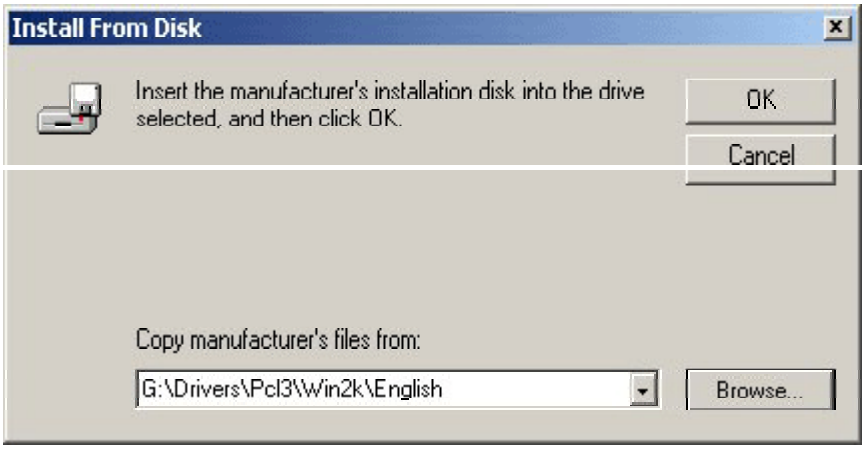
selecting the printer manufacturer

6. Select the model of the printer as HP Color Inkjet CP1700 and click the **Have Disk** button.



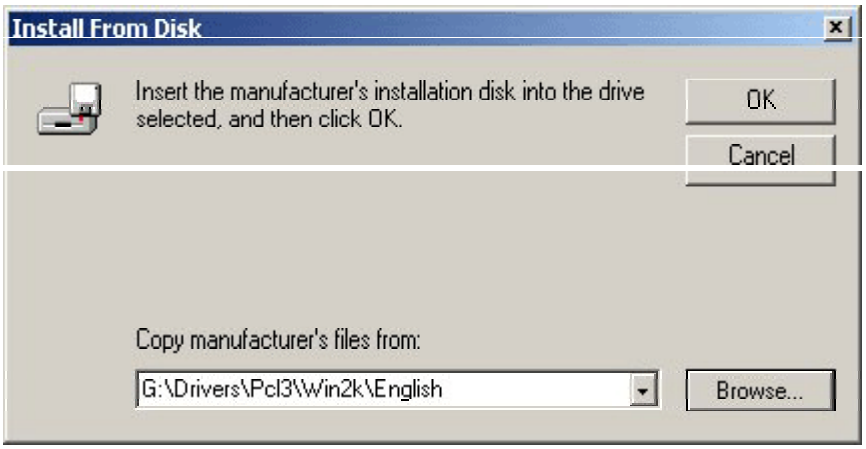
selecting the model of the printer

7. Insert the installation disk.



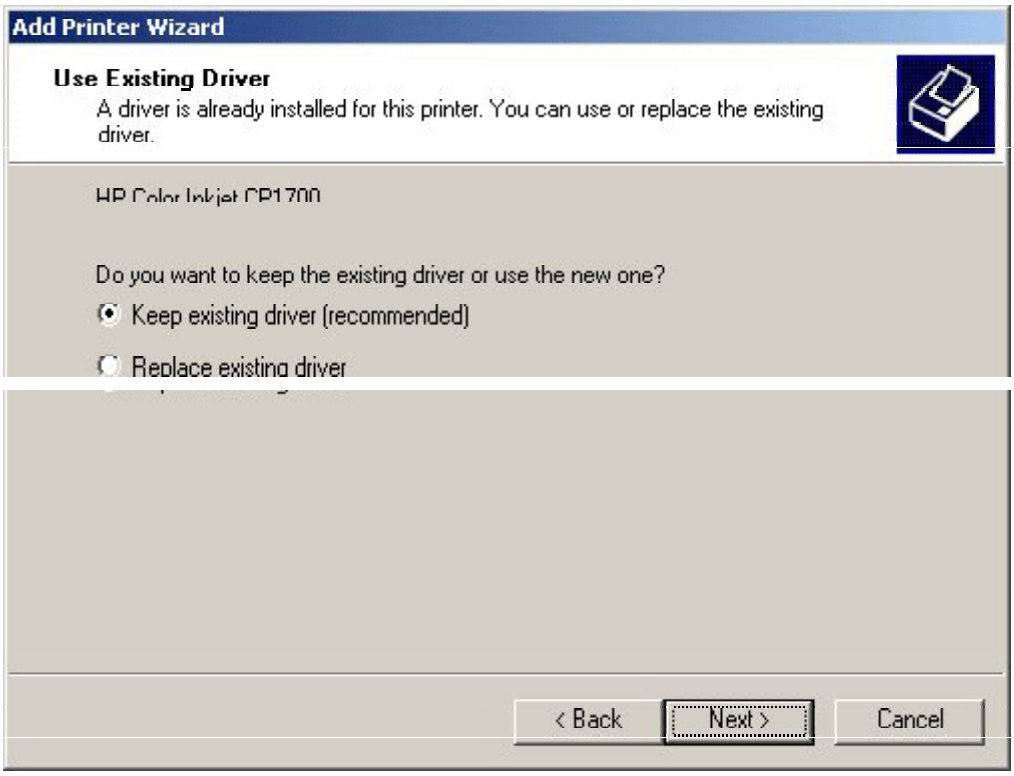
inserting the installation disk

8. Specify the location of the hp1700k.inf file in the **Copy manufacturer file from** combo box, click **OK** , and click the **Next** button.



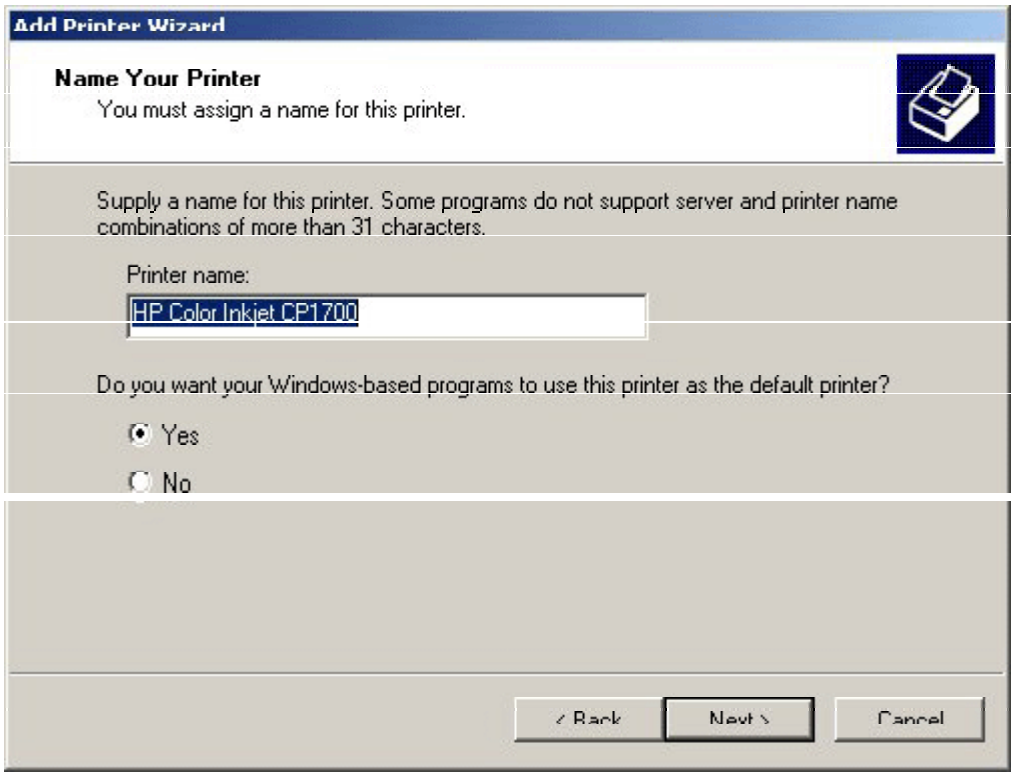
specifying the location of the hp1700k.inf file

9. Specify whether you want to use the existing driver or replace the existing driver and click the **Next** button.


Add Printer Wizard
Use Existing Driver
A driver is already installed for this printer. You can use or replace the existing driver.
HP Color Inkjet CP1700
Do you want to keep the existing driver or use the new one?
Keep existing driver (recommended)
Replace existing driver
< Back
Next >
Cancel

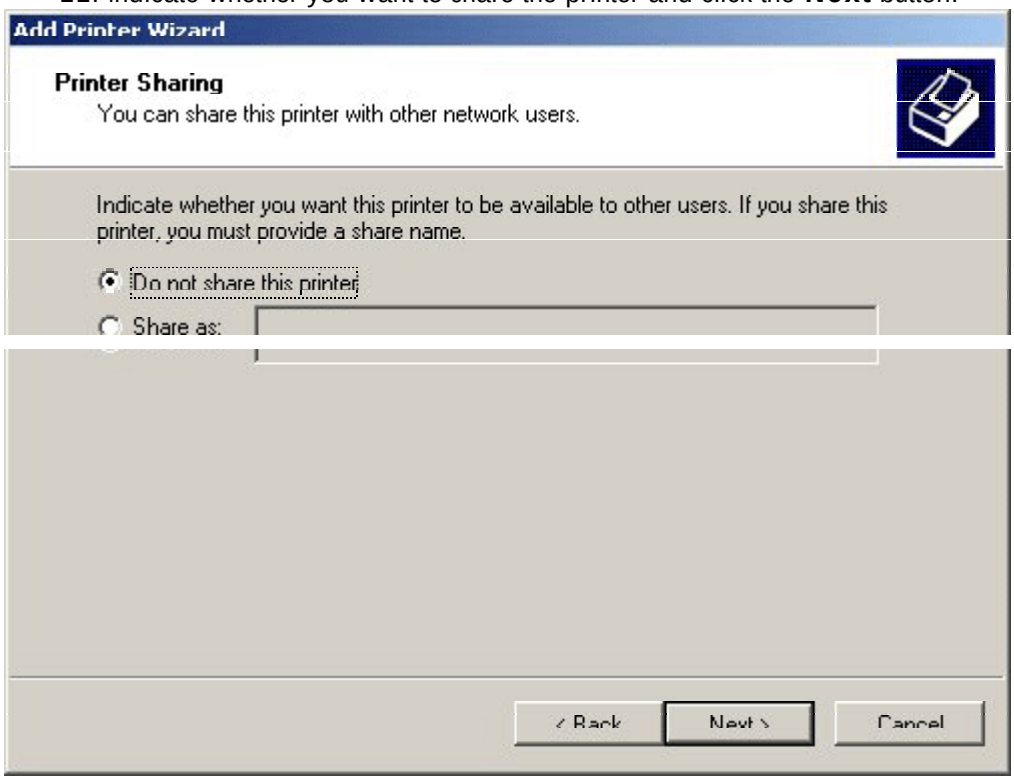
specifying whether to keep or replace the existing driver

10. Specify the printer name and whether the printer is to be set as default and click the **Next** button.


Add Printer Wizard
Name Your Printer
You must assign a name for this printer.
Supply a name for this printer. Some programs do not support server and printer name combinations of more than 31 characters.
Printer name:
HP Color Inkjet CP1700
Do you want your Windows-based programs to use this printer as the default printer?
Yes
No
< Back
Next >
Cancel

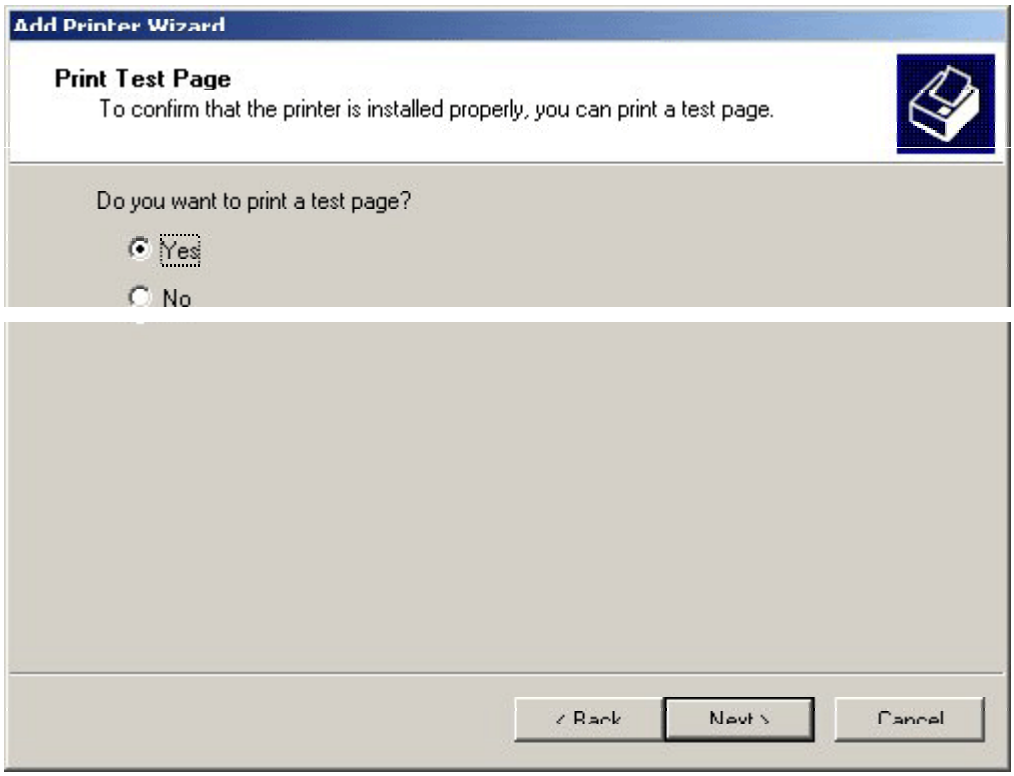
specifying the printer name

11. Indicate whether you want to share the printer and click the **Next** button.


Add Printer Wizard
Printer Sharing
You can share this printer with other network users.
Indicate whether you want this printer to be available to other users. If you share this printer, you must provide a share name.
Do not share this printer
Share as:
< Back
Next >
Cancel

specifying whether to share the printer

12. Specify whether you want to print a test page and click the **Next** button.

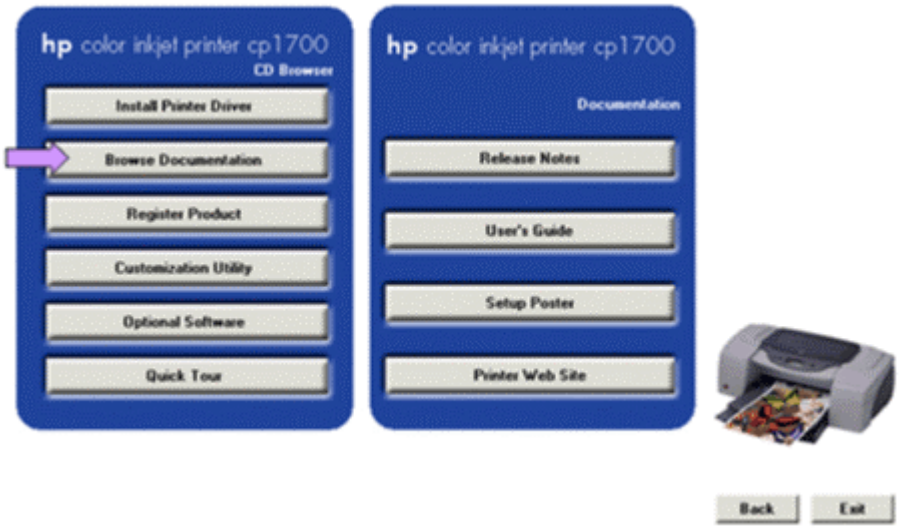

Add Printer Wizard
Print Test Page
To confirm that the printer is installed properly, you can print a test page.
Do you want to print a test page?
Yes
No
< Back
Next >
Cancel

specifying whether to print a test page

13. Click the **Finish** button to complete the Add Printer wizard and install the printer software.

completing the installation of the printer software

browse documentation



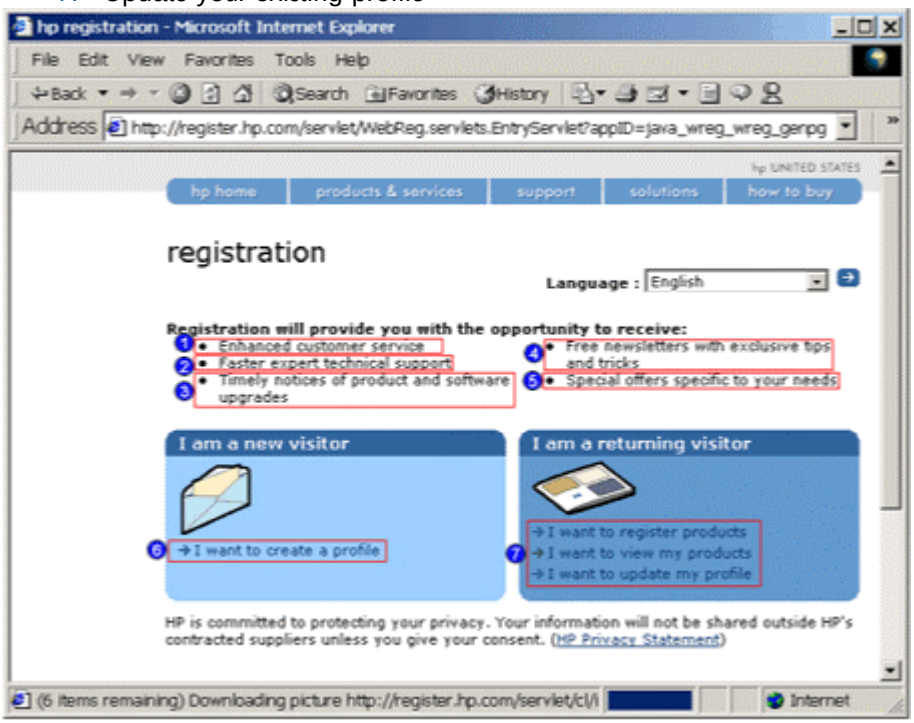
browse documentation

register product

You can register the product by clicking the **Register Product** button in the startup page in the Starter CD. On clicking the **Register Product** button, the following web site is displayed:http: / / register.hp.com / servlet / WebReg.servlets.EntryServlet?appID=java_wreg_wreg_genpg

By registering the product you can have access to:

1. Enhanced customer service
2. Faster expert technical support
3. Timely notices of product and software upgrades
4. Free newsletters with exclusive tips and tricks
5. Special offers specific to your needs
6. Create a profile
7. Update your existing profile


hp registration - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://register.hp.com/servlet/WebReg.servlets.EntryServlet?appID=java_wreg_wreg_genpg
hp UNITED STATES
hp home
products & services
support
solutions
how to buy
registration
Language : English
Registration will provide you with the opportunity to receive:
Enhanced customer service
Faster expert technical support
Timely notices of product and software upgrades
Free newsletters with exclusive tips and tricks
Special offers specific to your needs
I am a new visitor
I want to create a profile
I am a returning visitor
I want to register products
I want to view my products
I want to update my profile
HP is committed to protecting your privacy. Your information will not be shared outside HP's contracted suppliers unless you give your consent. (HP Privacy Statement)
(6 items remaining) Downloading picture http://register.hp.com/servlet/cl/i
Internet

register the product

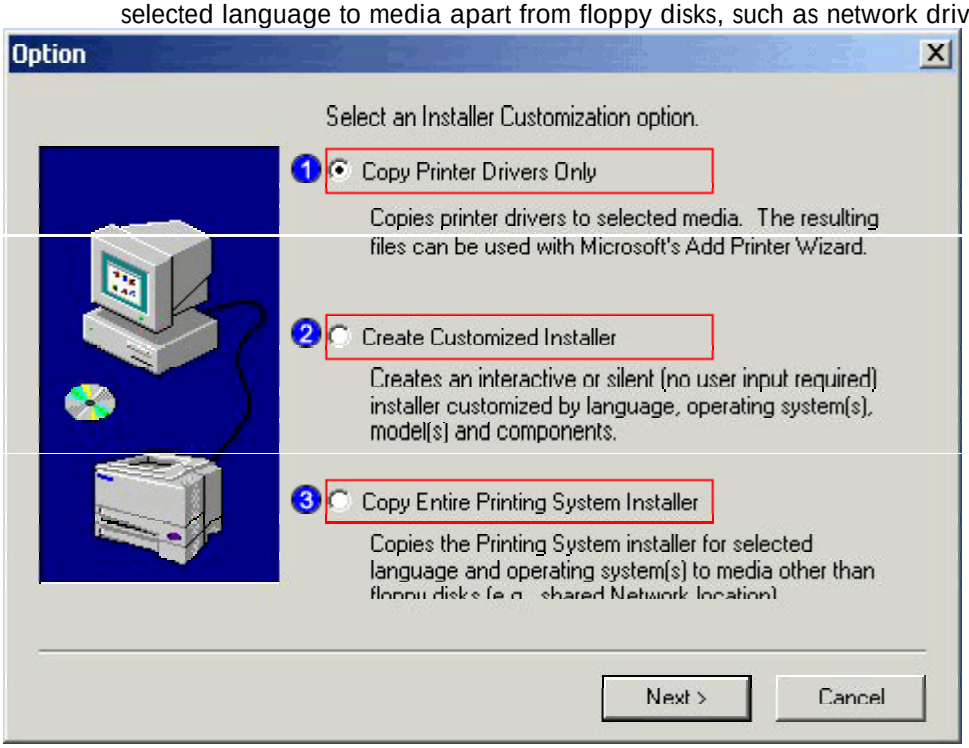
customization utility

The starter CD contains a utility to copy the printer software to a hard drive or a network drive. To copy disks while executing Installer, select Customization Utility. Install the printer software from the location where the files are copied. Perform the following activities by using the Customization utility:

- Copy the printer software onto disks
- Copy the printer software onto hard drive
- Copy the printer software onto network drive

Use the Customization Utility button to perform the following:

- Copy Printer Drivers only: Copy the printer drivers to selected media. The resulting files can be used with the Add Printer Wizard of Microsoft.
- Create Customized Installer: Create an installer that is customized by language, operating system, model, and components.
- Copy Entire Printing System Installer: Copy the printing system installer for selected language to media apart from floppy disks, such as network drives.


Option
Select an Installer Customization option.
1
Copy Printer Drivers Only
Copies printer drivers to selected media. The resulting files can be used with Microsoft's Add Printer Wizard.
2
Create Customized Installer
Creates an interactive or silent (no user input required) installer customized by language, operating system(s), model(s) and components.
3
Copy Entire Printing System Installer
Copies the Printing System installer for selected language and operating system(s) to media other than
Next >
Cancel

customization utility

copy the printer software to a floppy disk or hard drive

1. Click the **Customization Utility** button in the starter CD.
2. Select the setup language from the **Choose Setup Language** dialog box.
3. Select the **Copy Printer Drivers Only** option and click the **Next** button.
4. Select the required language and operating system and click the **Next** button.
5. Select the components that you require to install and click the Next button.
6. Select the destination path for the driver.
   - Select the **3.5" Floppy Disks** option to copy the printer software onto a floppy disk.

- Select the **Other Media** option to copy the printer software onto the hard drive and specify the destination path in the **Destination Path** text box.

7. Click the **Finish** button to complete copying the printer software onto the hard drive or onto disks.

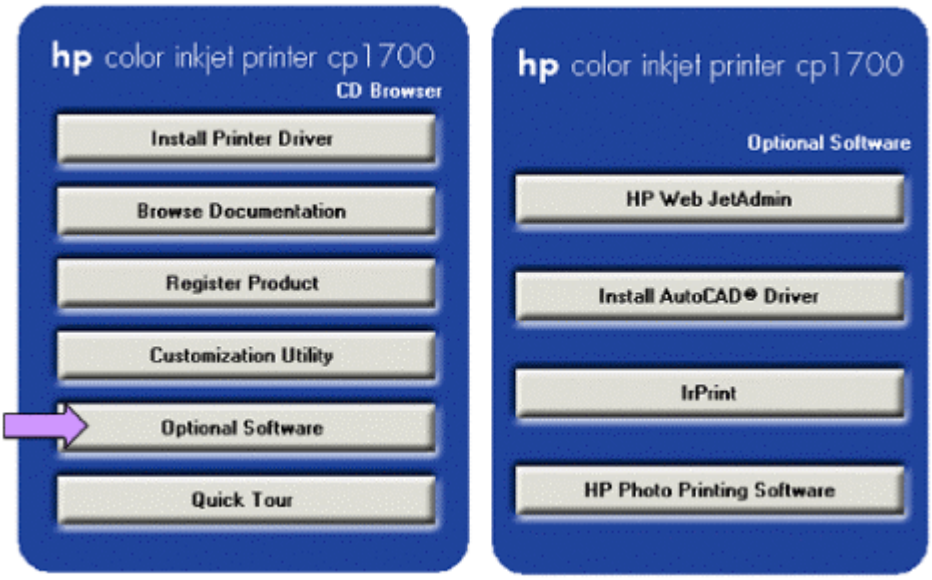
copy printer software to a network drive

1. Click the **Customization Utility** button on the starter CD.
2. Select the required setup language from the **Choose Setup Language** dialog box.
3. Select the **Copy Entire Printing System Installer** option.
4. Select the required language and operating system and click the **Next** button.
5. Select the components that you require to install and click the **Next** button.
6. Select the **Other Media** option.
7. Click the **Browse** button to display the **Choose Folder** dialog box.
8. Click the **Network** button to connect to a shared network folder.
9. Specify the network folder name in the **Folder** combo box and click the **Finish** button.
10. Click the **OK** button of the **Choose Folder** dialog box.
11. Click the **Next** and the **Finish** buttons to complete copying the printer software onto a network drive.

optional software

You can install optional software by clicking the Optional software button in the startup page in the starter CD. The following optional software is available with the printer:

- HP WebJet Admin: You can download the HP WebJet Admin software from the Internet. The software is Web-browser based and is a printer management tool for the network. On clicking this option, you can access the following URL: http://pandi.itrc.hp.com/pdi/t3/CDA/SeriesDisplay/0,1953,27905,00.html?product_type_oid=13037&currCatID=Print+Servers+and+Network+Software%21Installation+%26+Management+Software&lsidebarLayId=79&rsidebarLayId=62
- AutoCAD driver: You can install the ADI driver for AutoCAD Release 13/14 to support the printer. You can install Hewlett-Packard HP GL/2 drivers for AutoCAD on the computer.
- IrPrint: You can download IrPrint for the printer to print from Palm III, V, VII, and other Palm OS devices. This utility enables robust printing from handheld devices. On clicking this option you can access the following URL: http://www.hp.com/support/cp1700.
- Photo printing software: You can install HP Photo printing software to create and print photo album pages. You can use the photo printing software to perform the following activities:
- Collect images
- Adjust images
- Save and print photographic images



Optional software

quick tour

You can identify the main features and highlights of the printer by clicking the Quick tour button. The following information related to the printer is available:

- Key highlights: Provides the key highlights of the printer.
- Expandability options: Provides the various expandability options available for the printer.
- Connectivity: Provides the connectivity options available with the printer.
- Smart software features: Provides the various software features available with the printer.

quick tour

test the software installation

Perform the following steps to test the software installation:

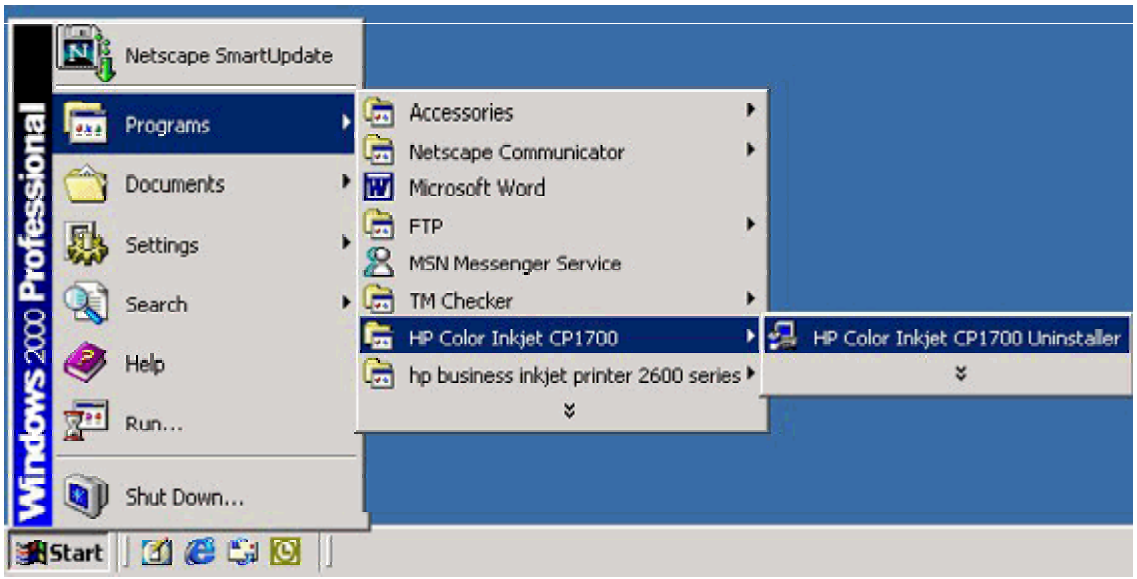
1. Ensure that the interface cable is properly connected and the printer is turned on.
2. Select the **Start** -> **Settings** -> **Printers** menu command.
3. Right-click the printer icon and select **Properties** .
4. On the **General** tab, click **Print Test Page** .

uninstall printer software

uninstall the printer software using the uninstaller in Windows

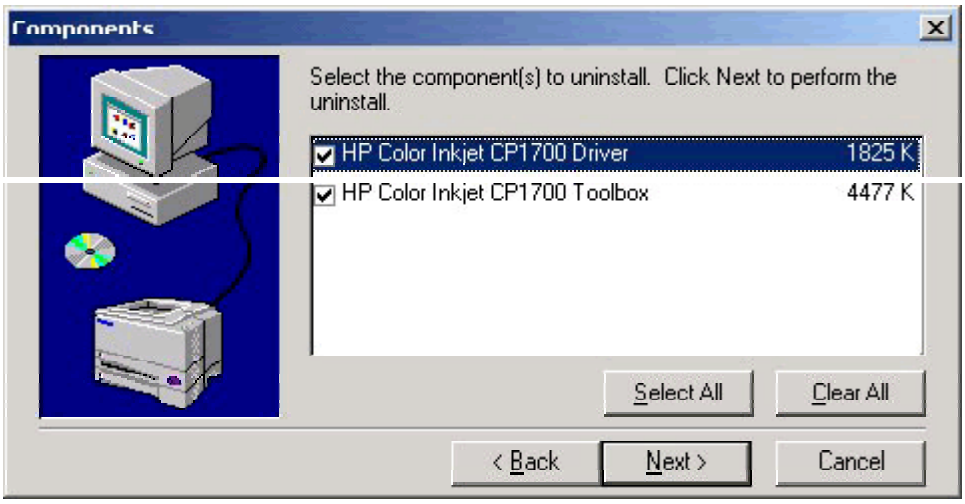
Note *To uninstall the printer software from the Windows NT 4.0 operating system, you require administrator privileges.*

1. Start the Windows operating system and ensure that no other Windows applications are running.
2. Select the **Start** -> **Programs** -> **HP Color Inkjet Printer cp1700** -> **Uninstaller** menu command.



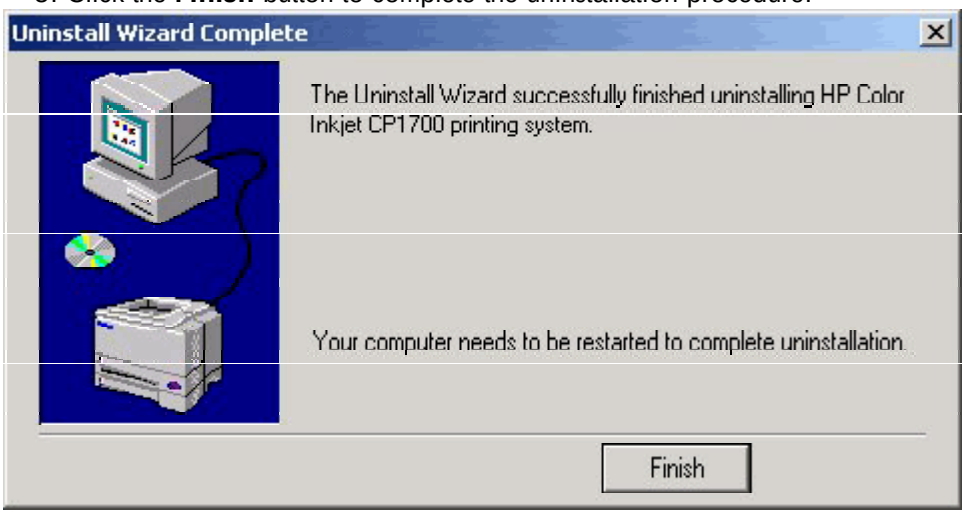
accessing the uninstaller

3. Click **Next** .
4. Select the components that you want to uninstall and click **Next** .


Components
Select the component(s) to uninstall. Click Next to perform the uninstall.
HP Color Inkjet CP1700 Driver 1825 K
HP Color Inkjet CP1700 Toolbox 4477 K
Select All
Clear All
< Back
Next >
Cancel

selecting the components to be uninstalled

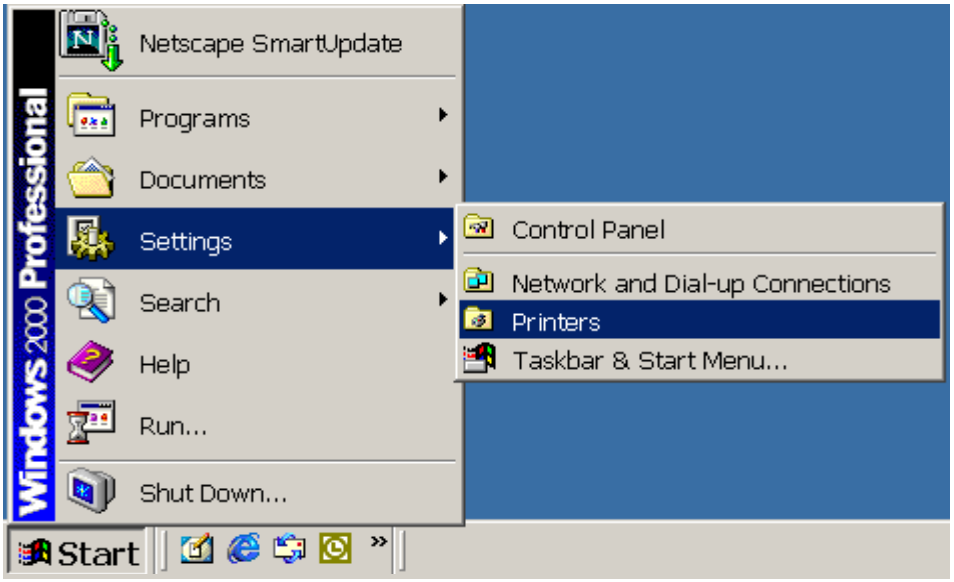
5. Click the **Finish** button to complete the uninstallation procedure.


Uninstall Wizard Complete
The Uninstall Wizard successfully finished uninstalling HP Color Inkjet CP1700 printing system.
Your computer needs to be restarted to complete uninstallation.
Finish

completing the uninstallation procedure

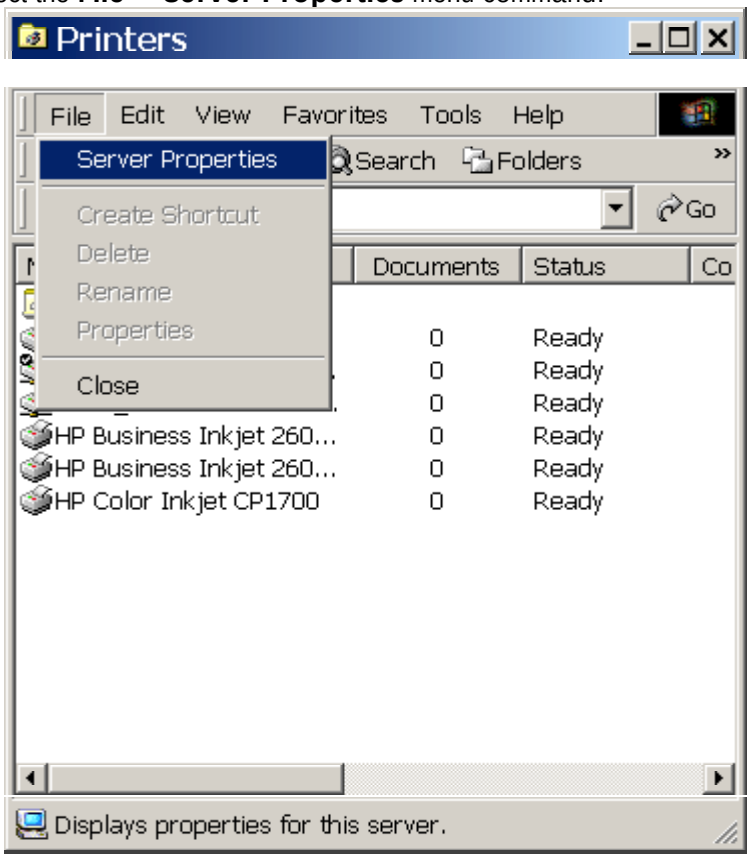
uninstall the printer software using the Add printer wizard in Windows

1. Select the **Start** -> **Settings** -> **Printers** menu command.



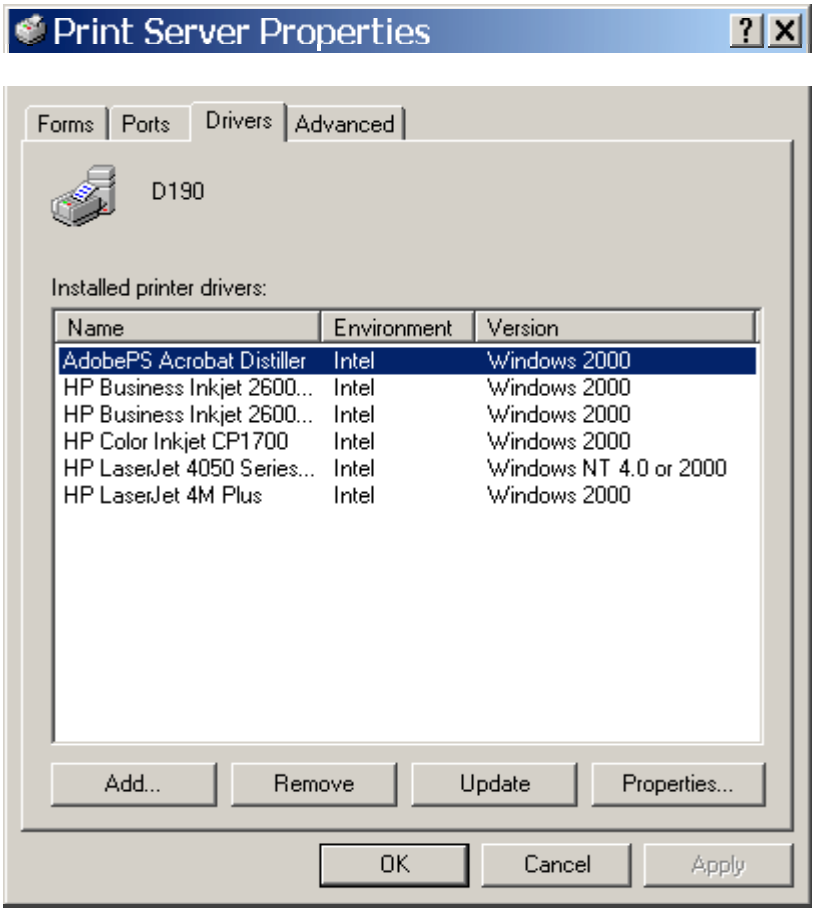
accessing the Add printer wizard

2. Select the **File** -> **Server Properties** menu command.



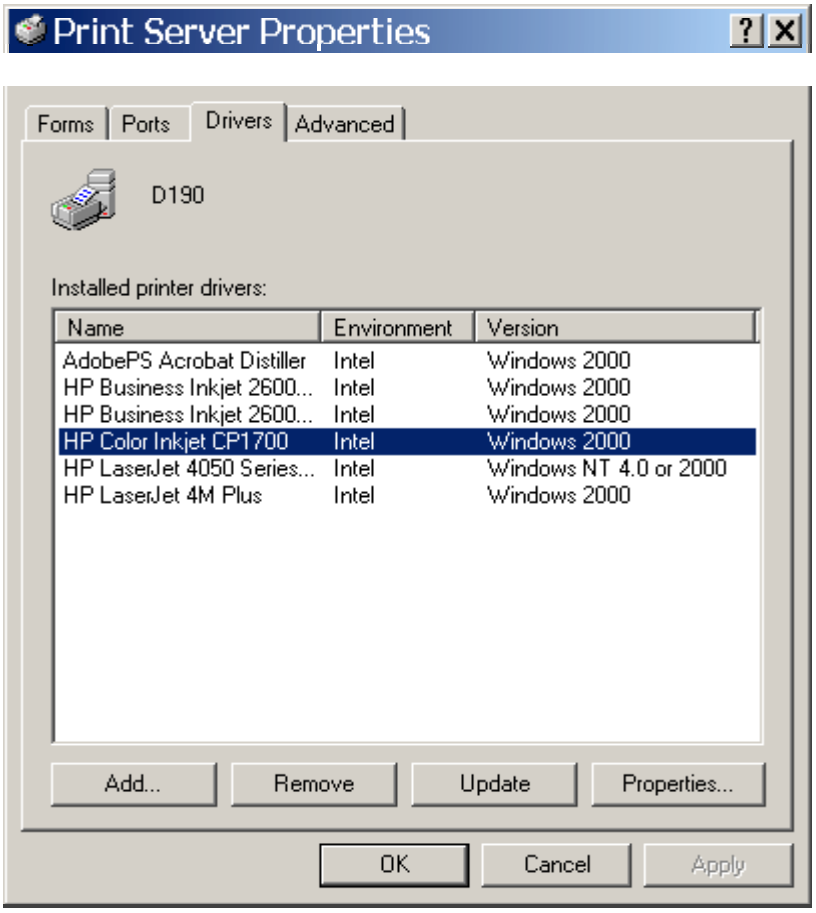
accessing the printer server properties

3. Select the **Drivers** tab in the **Print Servers** Properties dialog box.



accessing the Drivers tab

4. Select the HP Color Inkjet CP1700 from the Installed printer drivers list.



selecting the printer software to be uninstalled

uninstall the printer software in the Mac operating system

Uninstall the printer software from the Mac OS by using the **Uninstall** option of the setup program.

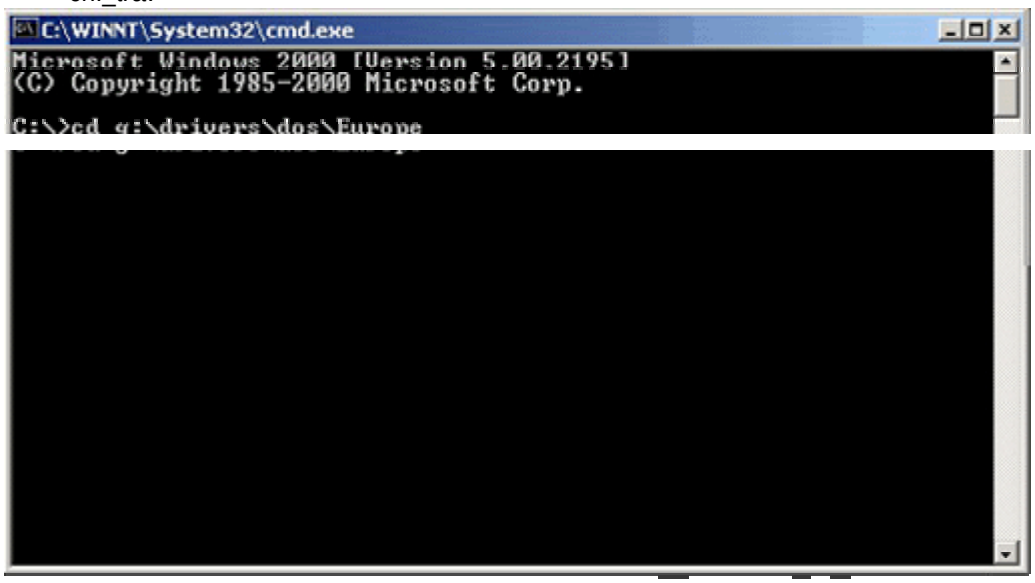
1. Unplug the printer and restart the computer.
2. Insert the starter CD into the computer CD-ROM drive. The **HP Printer Software** window is displayed. If the **HP Printer Software** window is not displayed, double-click the icon for HP Printer Software.
3. Double-click the **Installer** icon.
4. Select **Uninstall** from the drop-down menu in the upper left corner of the main installation dialog box.
5. Follow the instructions on the screen to complete the procedure for uninstalling the printer software.

install the software on DOS

installing the software on DOS

Before installing the DeskJet Control Panel on DOS, ensure that the printer is set up and turned on.

1. Insert the starter CD into the CD-ROM drive.
2. At the DOS prompt, type the CD-ROM drive letter and press ENTER. Change the directory to drivers\dos\<location>\ where <location> represents either Europe or chi_tra.

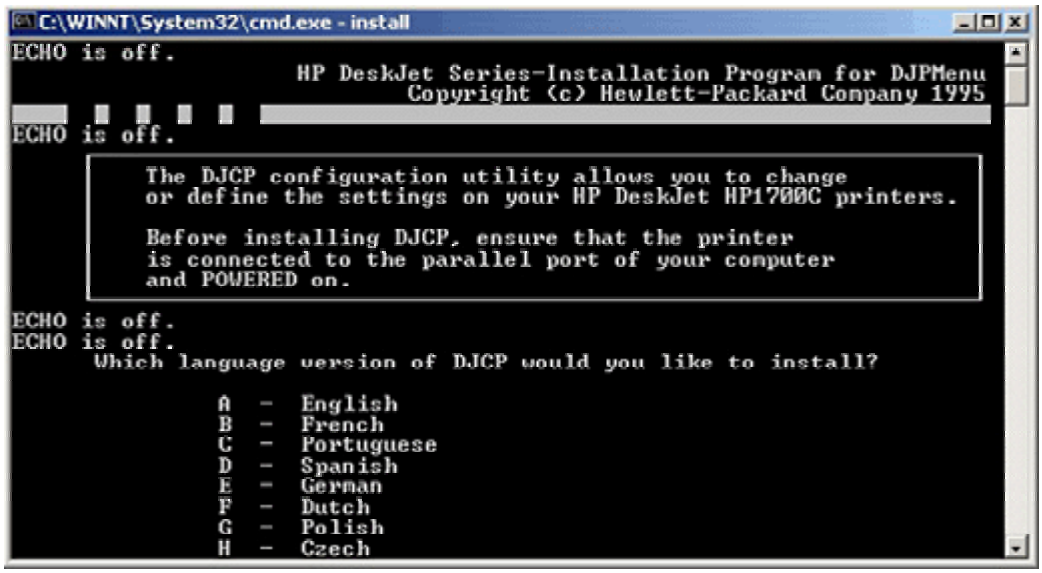


changing to the CD-ROM drive

3. Type INSTALL and press ENTER.

typing install to install the printer software

4. Type the letter of the language version of DJCP to be installed from the language menu displayed.

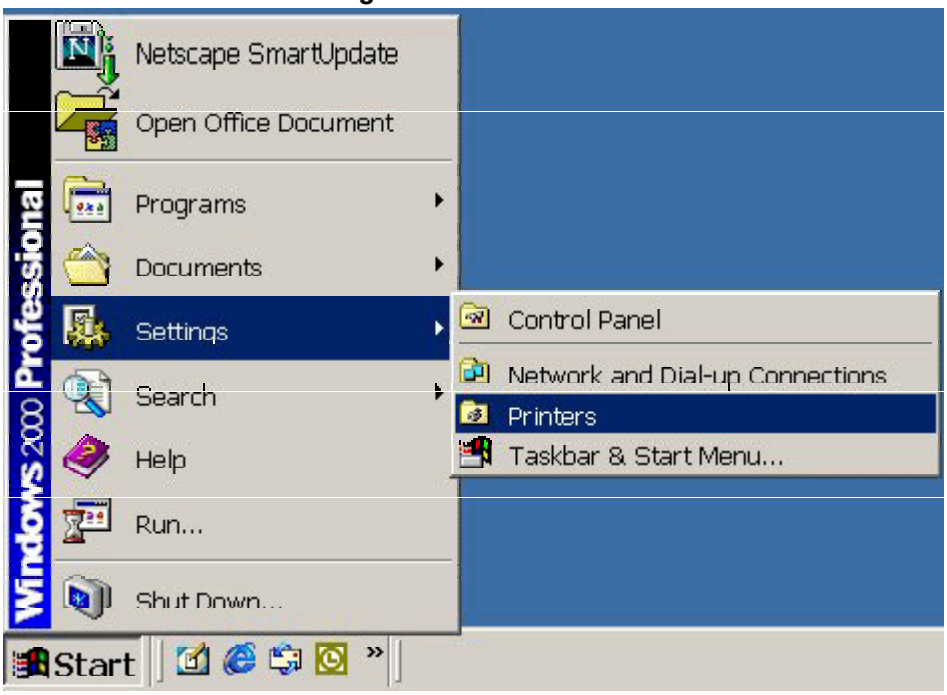

C:\WINNT\System32\cmd.exe - install
ECHO is off.
HP DeskJet Series-Installation Program for DJPMenu
Copyright (c) Hewlett-Packard Company 1995
ECHO is off.
The DJCP configuration utility allows you to change
or define the settings on your HP DeskJet HP1700C printers.
Before installing DJCP, ensure that the printer
is connected to the parallel port of your computer
and POWERED on.
ECHO is off.
ECHO is off.
Which language version of DJCP would you like to install?
A - English
B - French
C - Portuguese
D - Spanish
E - German
F - Dutch
G - Polish
H - Czech

selecting the language version of DJCP

install the printer software using the add printer wizard

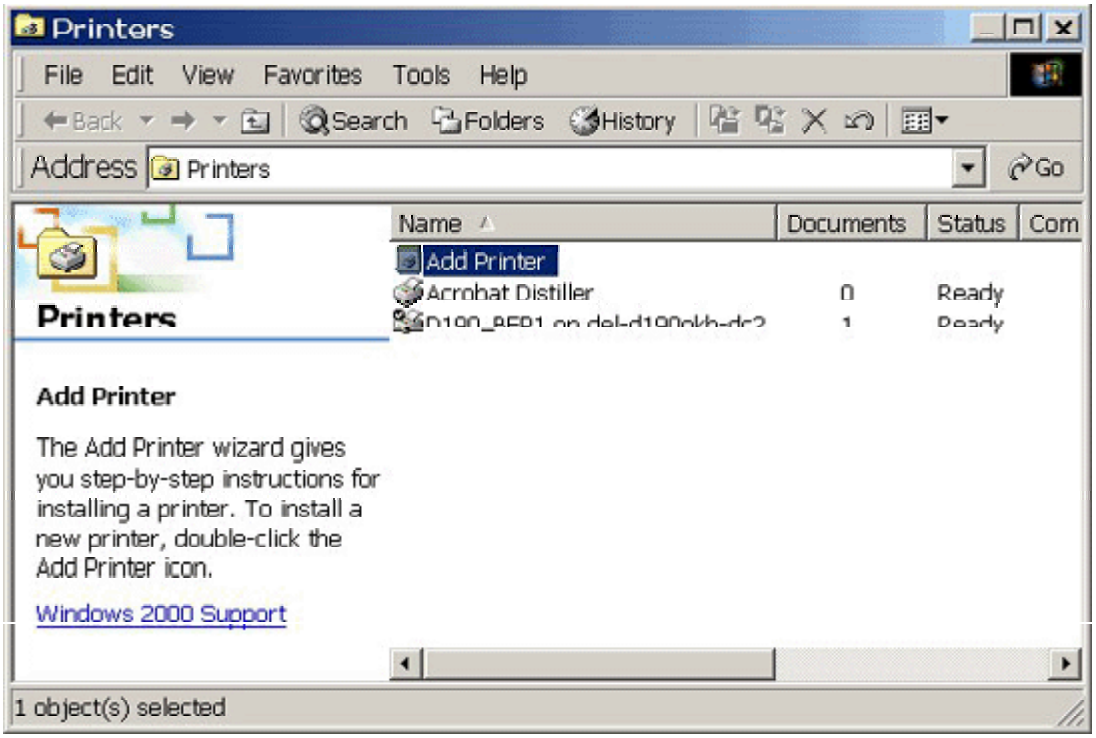
install the printer software for local printing using the add printer wizard

1. Select the **Start** -> **Settings** -> **Printers** menu command.



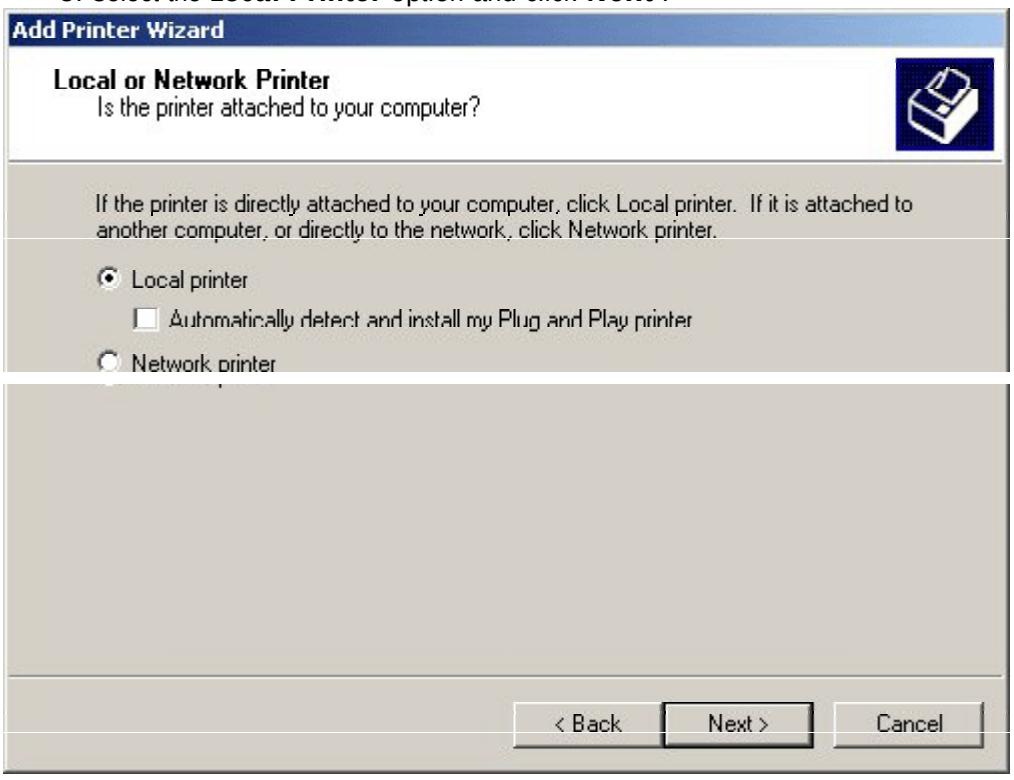
opening the Printers window

2. Double-click the **Add Printer** icon and click **Next** .



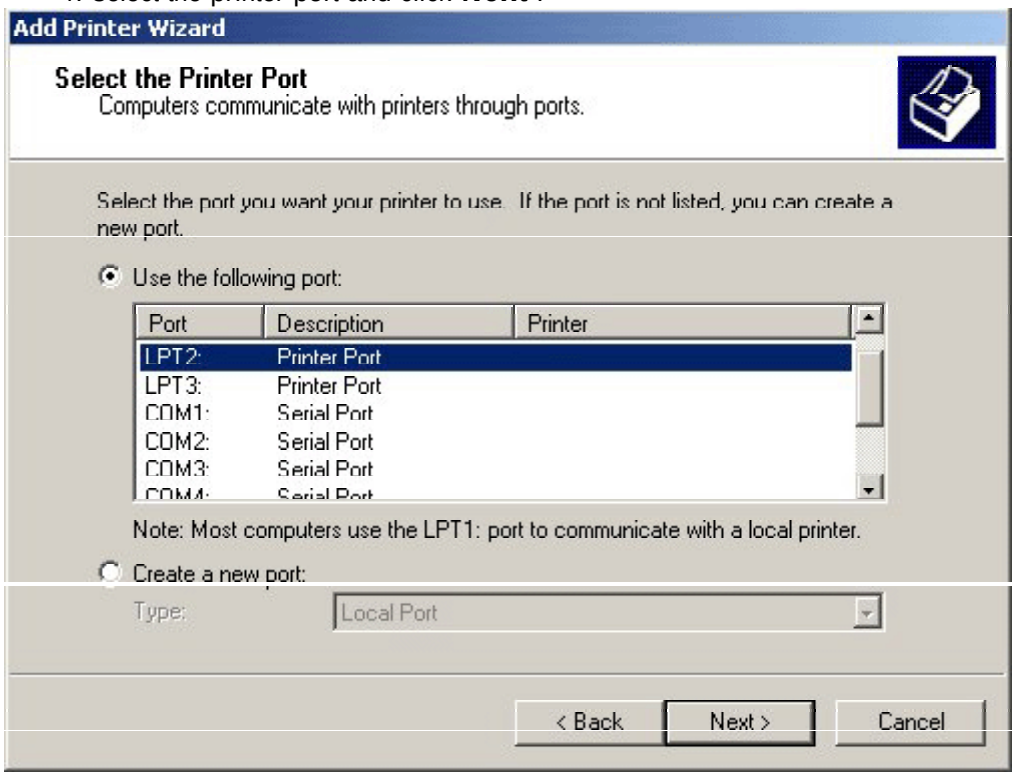
accessing the Add Printer wizard

3. Select the **Local Printer** option and click **Next** .


Add Printer Wizard
Local or Network Printer
Is the printer attached to your computer?
If the printer is directly attached to your computer, click Local printer. If it is attached to another computer, or directly to the network, click Network printer.
Local printer
Automatically detect and install my Plug and Play printer
Network printer
< Back
Next >
Cancel

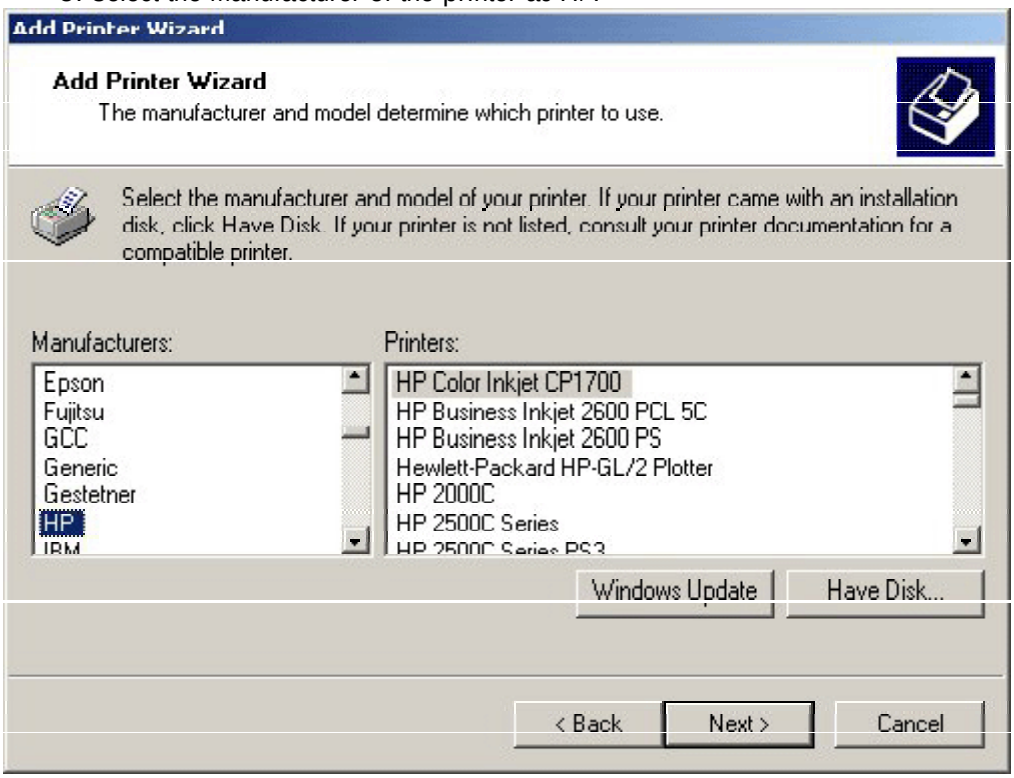
selecting the Local printer option

4. Select the printer port and click **Next** .



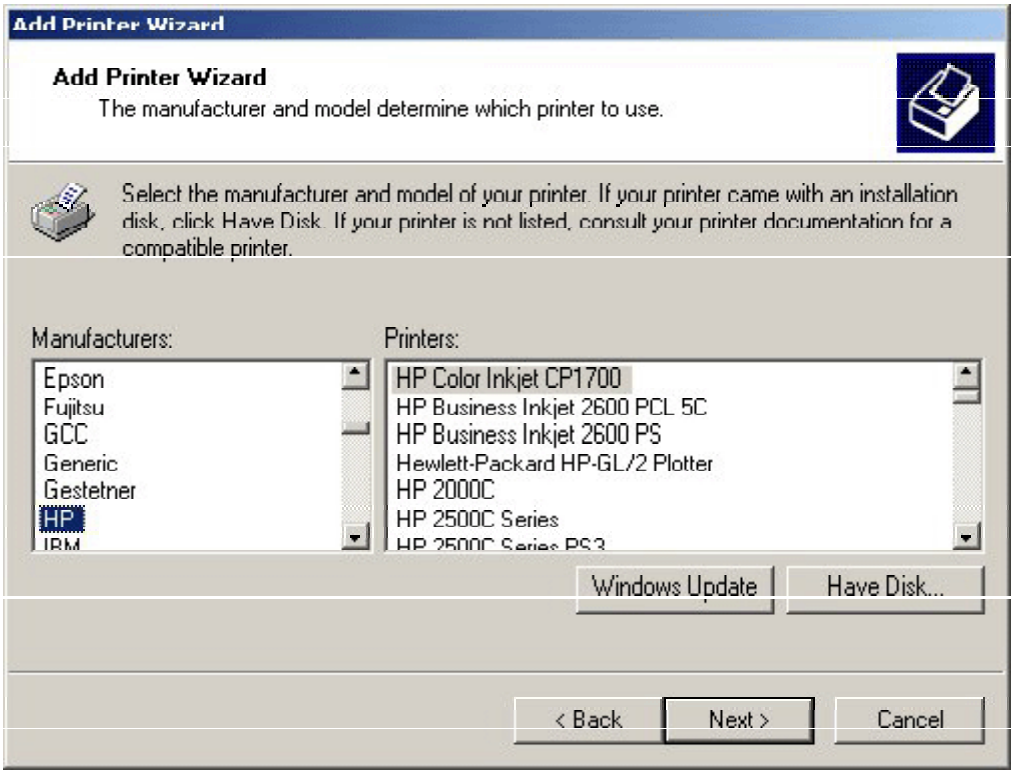
selecting the printer port

5. Select the manufacturer of the printer as HP.



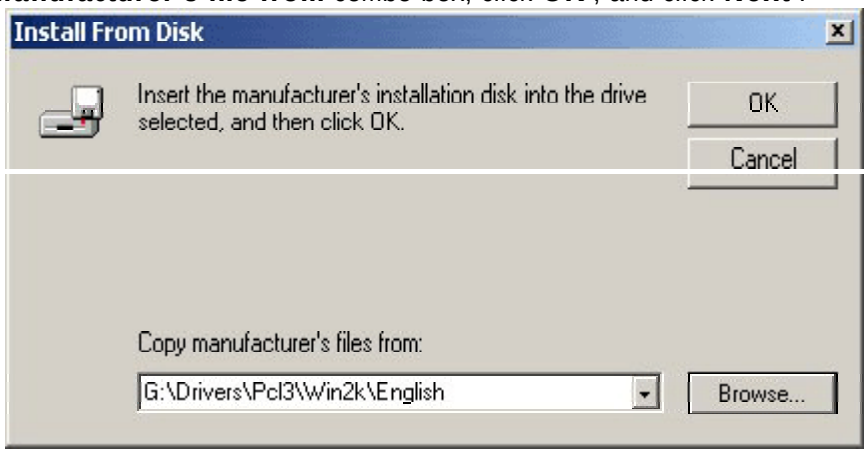
selecting the printer manufacturer

6. Select the model of the printer as HP Color Inkjet CP1700 and click the **Have Disk** button.



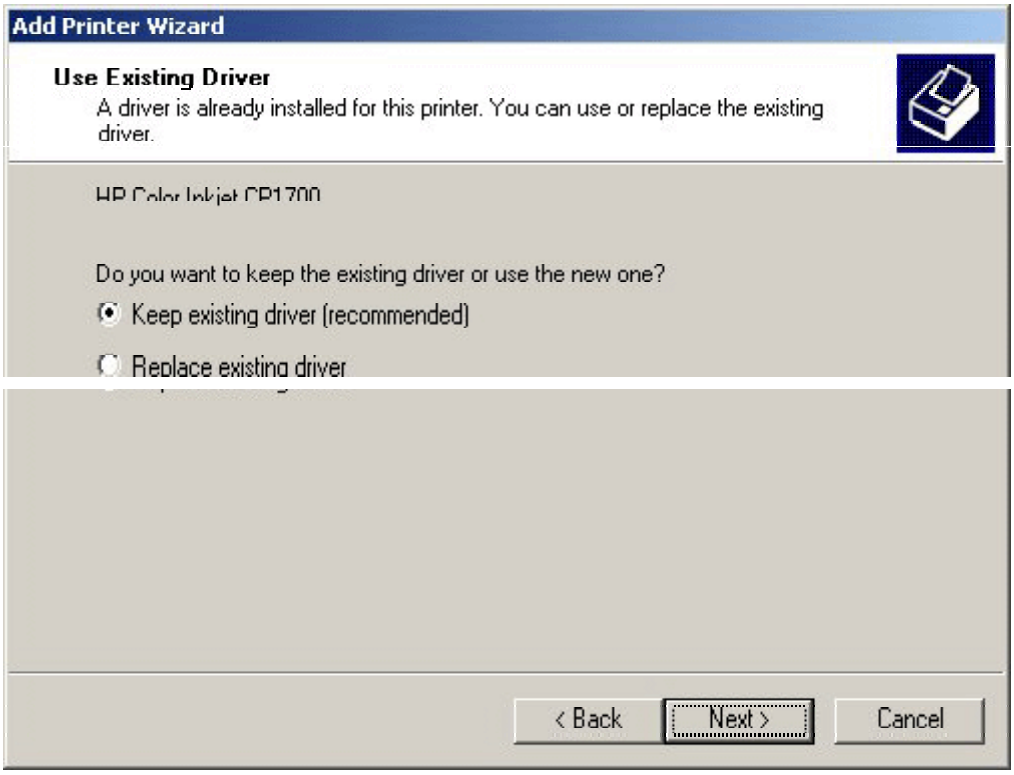
selecting the model of the printer

7. Insert the installation disk. Specify the location of the hp1700k.inf file in the **Copy manufacturer's file from** combo box, click **OK** , and click **Next** .



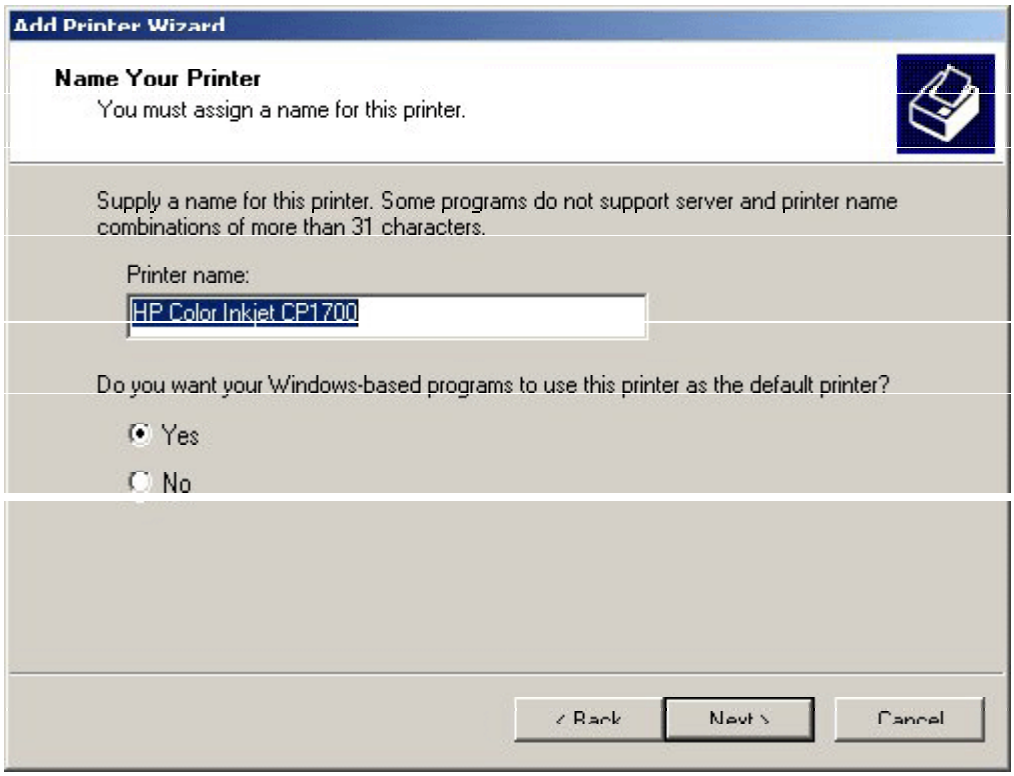
specifying the location of the hp1700k.inf file

8. Specify whether you want to use the existing driver or replace the existing driver and click **Next** .


Add Printer Wizard
Use Existing Driver
A driver is already installed for this printer. You can use or replace the existing driver.
Do you want to keep the existing driver or use the new one?
Keep existing driver (recommended)
Replace existing driver
< Back
Next >
Cancel

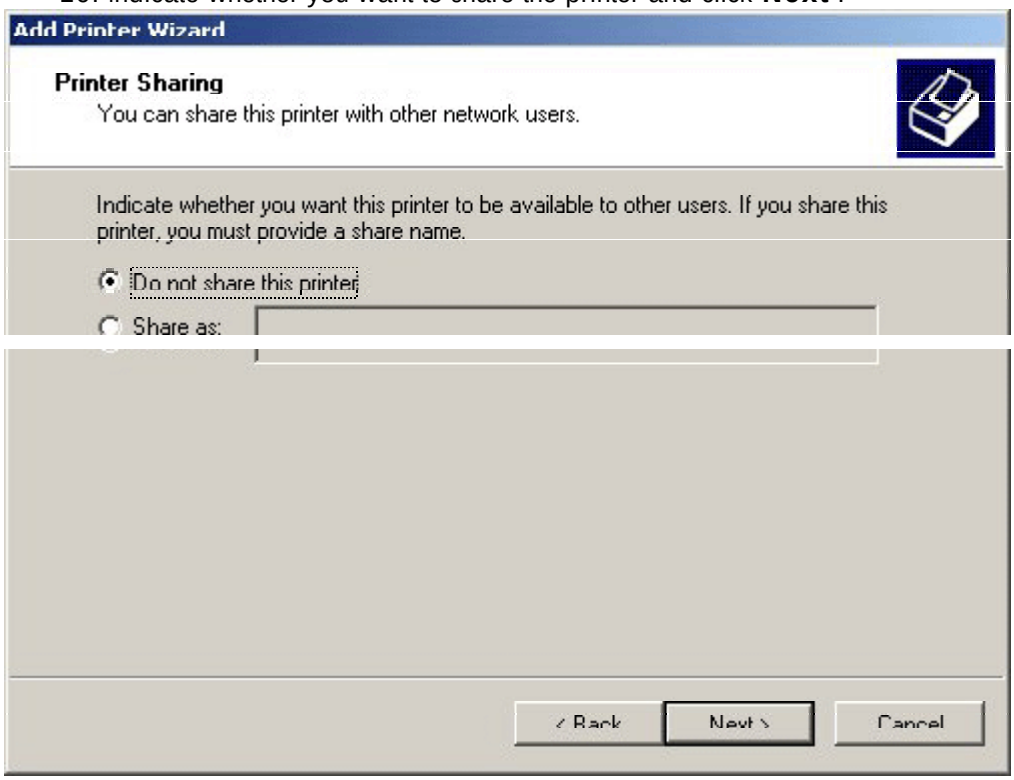
specifying whether to keep or replace the existing driver

9. Specify the printer name and whether the printer is to be set as default and click **Next** .


Add Printer Wizard
Name Your Printer
You must assign a name for this printer.
Supply a name for this printer. Some programs do not support server and printer name combinations of more than 31 characters.
Printer name:
HP Color Inkjet CP1700
Do you want your Windows-based programs to use this printer as the default printer?
Yes
No
< Back
Next >
Cancel

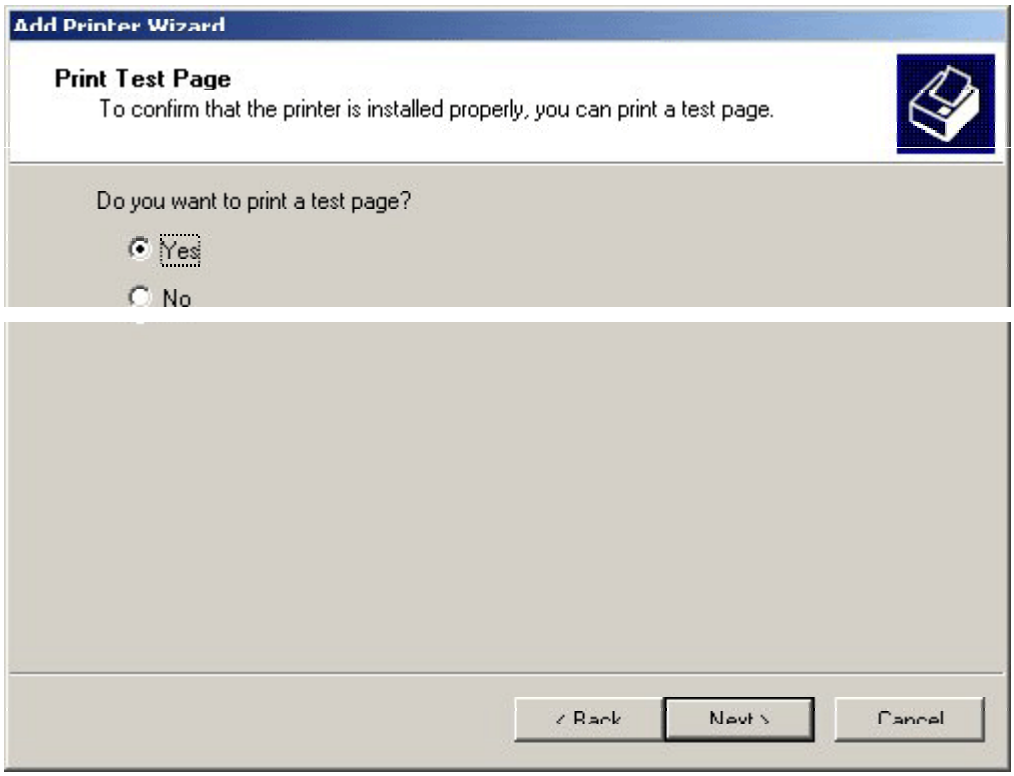
specifying the printer name

10. Indicate whether you want to share the printer and click **Next** .


Add Printer Wizard
Printer Sharing
You can share this printer with other network users.
Indicate whether you want this printer to be available to other users. If you share this printer, you must provide a share name.
Do not share this printer
Share as:
< Back
Next >
Cancel

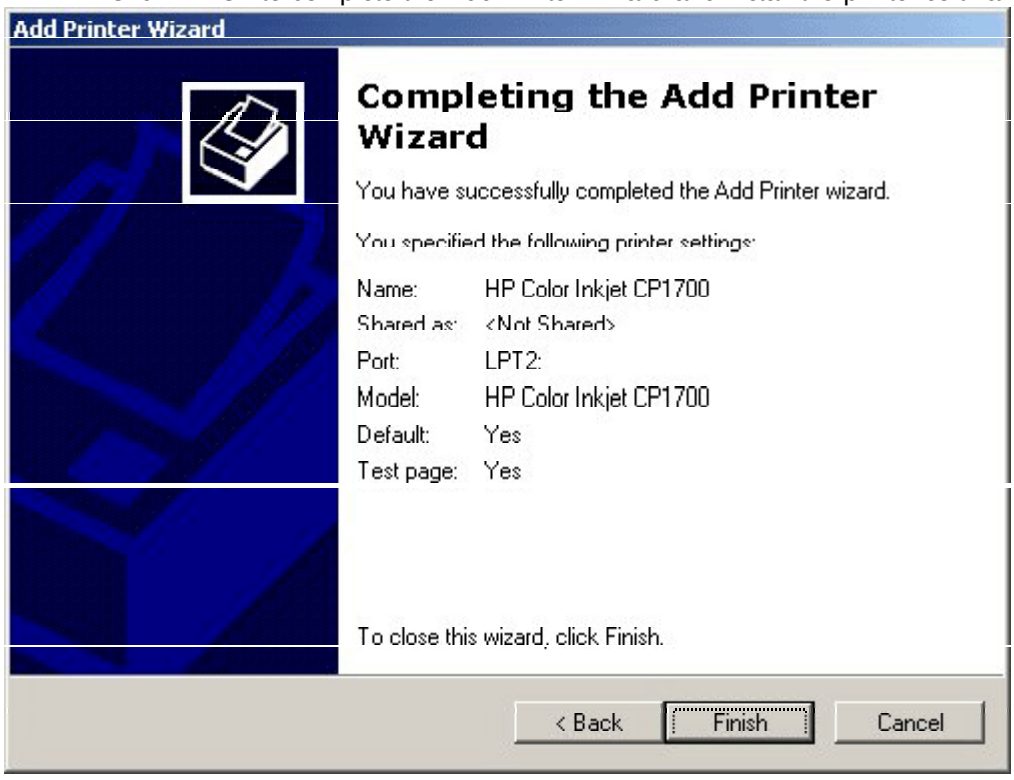
specifying whether to share the printer

11. Specify whether you want to print a test page and click **Next** .


Add Printer Wizard
Print Test Page
To confirm that the printer is installed properly, you can print a test page.
Do you want to print a test page?
Yes
No
< Back
Next >
Cancel

specifying whether to print a test page

12. Click **Finish** to complete the Add Printer wizard and install the printer software.



completing the installation of the printer software

optional software

Install optional software by clicking the Optional software button in the startup page in the starter CD. The following optional software is available with the printer:

- HP WebJet Admin: Download the HP WebJet Admin software from the Internet. The software is Web-browser based and is a printer management tool for the network. On clicking this option, you can access the following URL: http://pandi.itrc.hp.com/pdi/t3/CDA/SeriesDisplay/0,1953,27905,00.html?product_type_oid=13037&currCatID=Print+Servers+and+Network+Software%21Installation+%26+Management+Software&lsidebarLayId=79&rsidebarLayId=62
- AutoCAD driver: Install the ADI driver for AutoCAD Release 13/14 to support the printer. Install Hewlett-Packard HP GL/2 drivers for AutoCAD on the computer.
- IrPrint: Download IrPrint for the printer to print from Palm III, V, VII, and other Palm OS devices. This utility enables robust printing from handheld devices. On clicking this option you can access the following URL: http://www.hp.com/support/cp1700.
- Photo printing software: Install HP Photo printing software to create and print photo album pages. Use the photo printing software to perform the following activities:
- Collect images
- Adjust images
- Save and print photographic images

Optional software

establish a network connection using the LIO module

Share the printer in a network environment by using an LIO module. The LIO module can be used in a client-server or peer-to-peer network.
After installing the LIO module and setting up the network connection install the printer software on the client computers. Install the software from the starter CD or by adding a printer to the computer and browsing for the .inf file.

install a network printer on a client computer

1. Select the **Start** -> **Settings** -> **Printers** dialog box.
2. Double-click **Add Printer.**
3. When prompted:
   - Click **Network Printer** in Windows 95/98/Me.
   - Click **Network Print Server** in Windows NT 4.0/2000.
4. Type the network path of the shared printer and click the Have Disk... option when prompted to select the printer model.
5. Click **Browse** and browse to the .inf file located on the starter CD.
6. Follow the on-screen directions to complete adding printer.

hp file expansion utility

The hp File Expansion Utility is used for manually expanding the compressed file drivers.

establish a network connection using the LIO module

You can share the printer in a network environment by using an LIO module. The LIO module can be used in a client-server or peer-to-peer network.
After installing the LIO module and setting up the network connection install the printer software on the client computers. You can install the software from the starter CD or by adding a printer to the computer and browsing for the .inf file.
The steps to install a network printer on a client computer are:

1. Select the **Start** -> **Settings** -> **Printers** dialog box.
2. Double-click **Add Printer.**
3. When prompted:
   - Click **Network Printer** in Windows 95/98/Me.
   - Click **Network Print Server** in Windows NT 4.0/2000.
4. Type the network path of the shared printer and click the Have Disk... option when prompted to select the printer model.
5. Click **Browse...** and browse to the .inf file located on the starter CD.
6. Follow the on-screen directions to complete adding printer.

setup issues

symptom	cause	solution
Printer is not responding	Power connection faulty	1. Press and hold down the POWER button on the printer for a few seconds. 2. After a brief printer startup, a steady green light should appear next to the button. 3. If the printer does not turn on, ensure that the printer cable is firmly connected to the computer. 4. Ensure that the power cable is connected to a working outlet. 5. If you still cannot turn on the printer, you might have a faulty power cable or LCD panel.
	Incorrect driver installation	• If you print when the printer is turned off, an alert message appears on the computer screen. • If the printer is turned off and no message is displayed when executing a print command, the printer setup might be incorrect. • To correct the printer setup, reinstall the printer software.

	Incorrect hardware / accessories / supplies installation	• Check the printer setup.
		• Ensure that the following components are loaded correctly:
		  o Ink cartridges
		  o Printheads
		  o Paper
		• Ensure that all the printer covers are closed.
		• Ensure that the tape is removed from printheads.
		• Ensure that the paper is loaded correctly into the tray.
		• Ensure that the paper is not jammed in the printer.
		• Ensure that the printer is selected as the default printer.
		• Ensure that Pause Printing is not selected.

	Incorrect network installation / configuration	• Ensure that the printer is properly set up in the network environment. • Check IP address. • Ensure that correct network protocols are installed.

identifying and resolving setup issues

paper handling

identifying the printer paper paths

- Tray 1 (default tray): Holds a maximum of 150 sheets
- Tray 2 (optional accessory): Holds a maximum of 250 sheets
- Front manual feed: Holds a maximum of 10 sheets
- Rear manual feed: Holds one sheet

The printer supports paper ranging from 4 x 6 inches to 13 x 19 inches. The following table lists the type of paper, including transparencies, which you can print from each paper path.

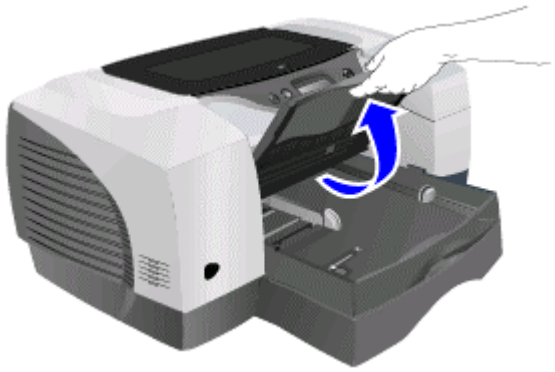
media type	tray 1	tray 2	front manual feed	rear manual feed
Plain Paper	Y	Y	Y	Y
Inkjet Paper	Y		Y	Y
Photo Paper	Y		Y	Y
Transparency Film	Y		Y	Y
Special Paper (Banner paper, restickables, iron transferables)	Y		Y	Y
Greeting cards, including Hagaki cards	Y		Y	
Brochure Paper	Y		Y	Y

paper types supported by the printer

loading paper

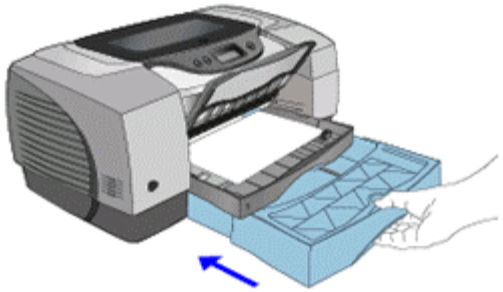
loading paper in tray 1or tray 2

1. To load tray 1, lift the output tray.



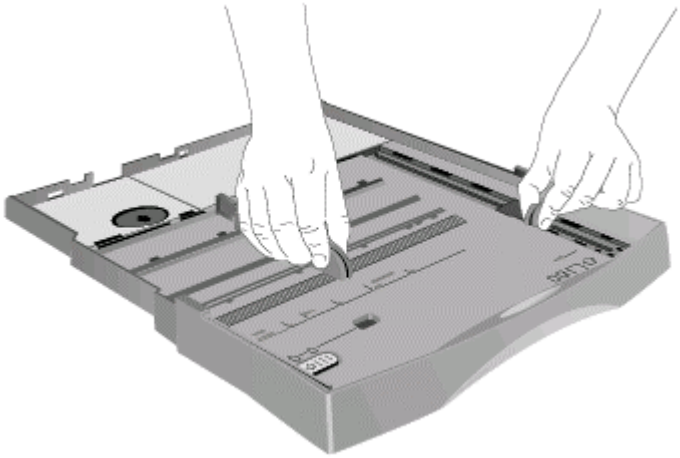
lifting the output tray

2. To load tray 2, remove the tray completely by holding the handle under the front of the tray and pulling the tray towards you.



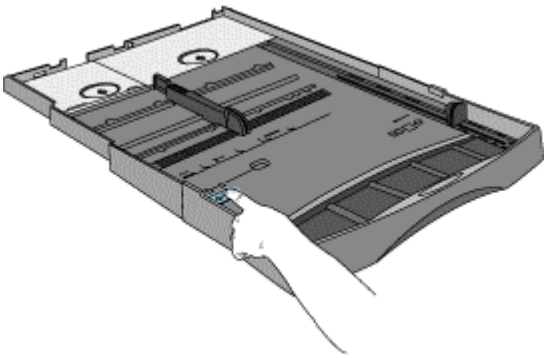
pulling tray 2

3. Press and slide the paper length guide and paper width guide to the outermost positions.



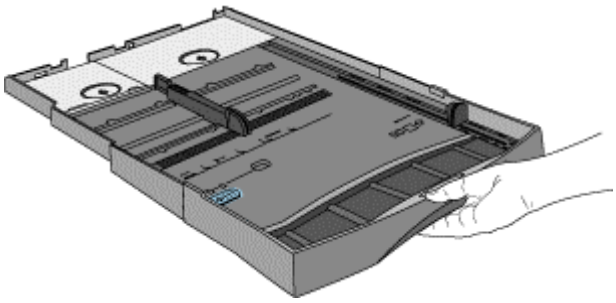
sliding paper guides

4. To load paper larger than legal size, follow these steps to extend the tray:
   - Locate the tray extension lock on the front left part of the tray.
   - Slide the lock to the left, and then release it.



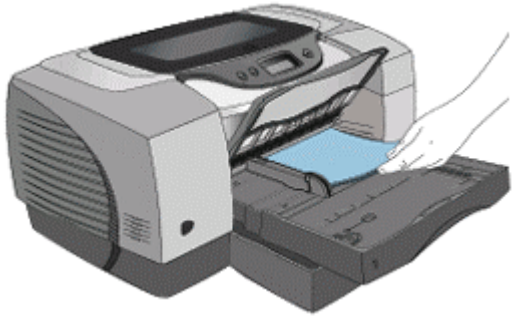
sliding the lock

   - Pull the tray out lengthwise until it clicks into place. This extends the tray to support media up to 13 x 19 in/A3+ in size.



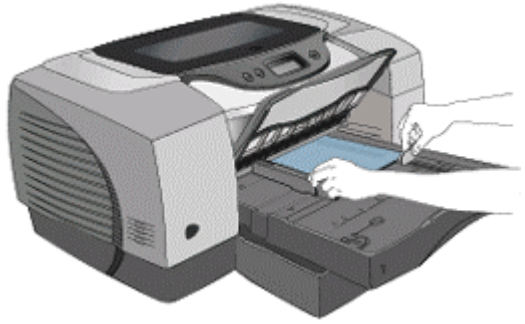
pulling out the tray

5. For tray 1, place up to 150 sheets of paper or 30 transparencies (up to .58 in or 15 mm thick) into the tray. For tray 2, remove the cover and place up to 250 sheets of paper (up to .98 in or 25 mm thick) into the tray.



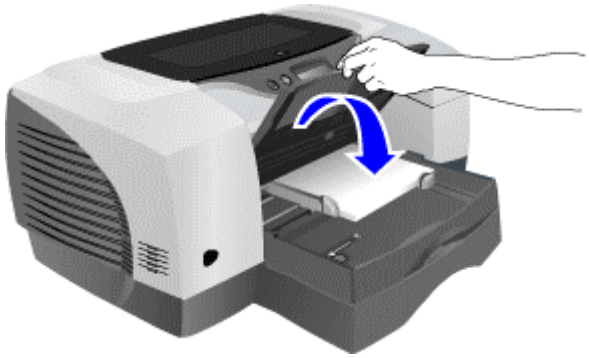
inserting paper into tray 1

6. Press and slide the paper length guide and paper width guide until they fit tightly against the paper.



sliding the paper guides

7. Lower the output tray to its original position.

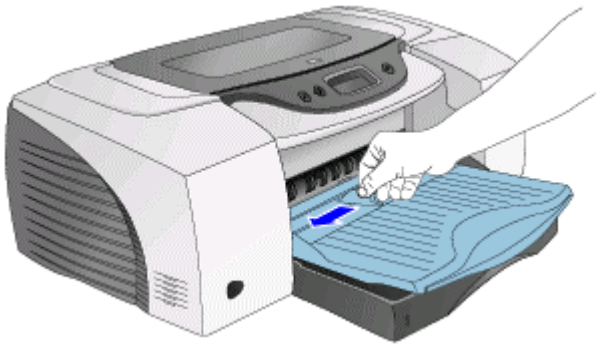


lowering the output tray

8. If you have removed tray 2:
   - Replace the cover.
   - Align the cover with the opening in the printer.
   - Slide it back into place.

loading paper in the front manual feed

1. Slide the paper width guide on the output tray to its outermost position.



sliding the paper guides

2. Insert paper or transparencies into the front manual feed.
3. Place the paper along the right of the front manual feed.
4. Push the paper in until it reaches the maximum depth.

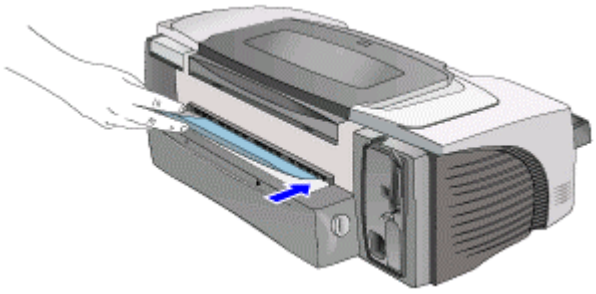
pushing the paper

5. Slide the paper width guide to fit securely against the paper.

sliding the paper guides

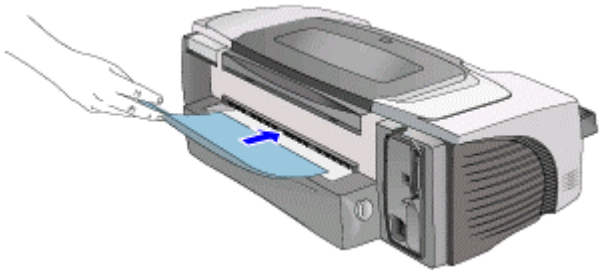
loading paper in the rear manual feed

1. Insert a single sheet of paper. Insert the paper in portrait orientation.
2. Insert the paper to the left of the rear manual feed. The printer sensors activate the rear manual feed mechanism.



inserting paper into the rear manual feed

3. Push the paper into the printer until it reaches the maximum depth. When the printer sensors detect the paper, the printer pulls the paper further into the printer.



pushing paper

printing on special media

printing on envelopes and cards

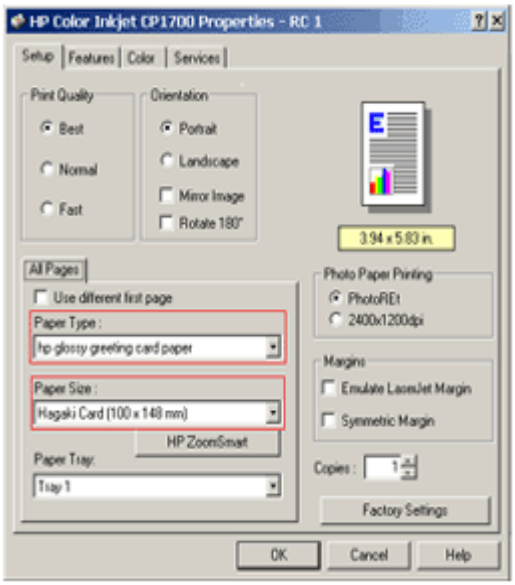
Print envelopes and cards from Tray 1 of the hp color inkjet printer cp1700 series

- Dimensions of media: 4 inches x 6 inches (101.6 x 152.4 mm) or larger.

printing envelopes or cards from Tray 1

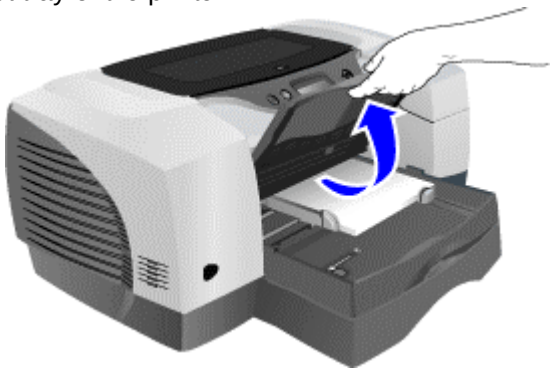
The steps to print envelopes or cards are:

1. Select the **File** -> **Print** menu command.
2. Click the **Properties** button to open the printer driver.
3. From the options on the **Setup** tab, select the paper type that you are using. For example, if you are printing on HP glossy greeting card paper, select the **HP glossy greeting card**
4. Select the env ıu.



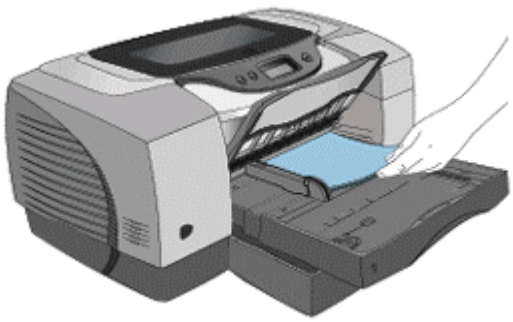
selecting the paper type and paper size

5. Lift the output tray of the printer.



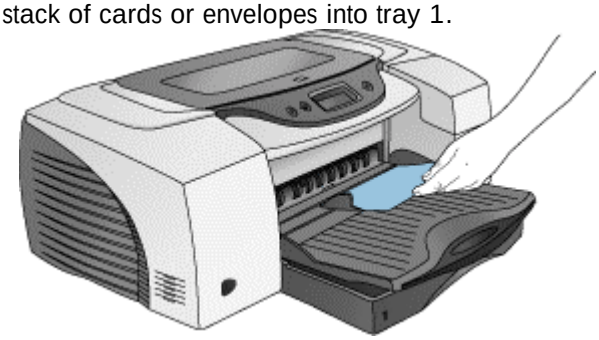
lifting the output tray

6. Remove all the papers from tray 1.



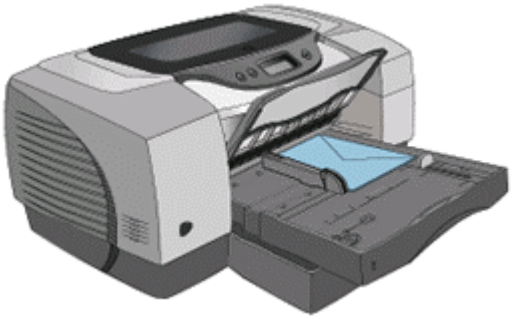
removing paper from tray 1

7. Insert the stack of cards or envelopes into tray 1.



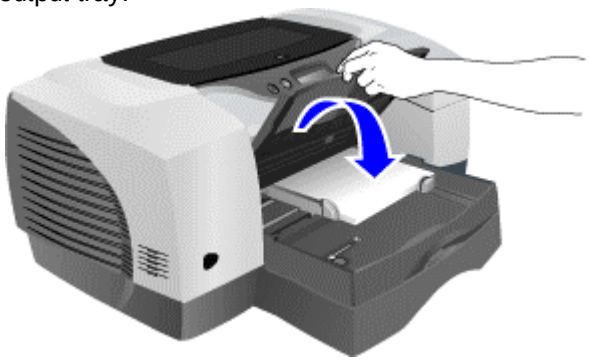
inserting cards

8. Slide in the paper width and length guides to align with the edges of the envelopes or cards.



sliding the paper guides

9. Lower the output tray.



lowering the output tray

10. Print the document.

tips for printing on envelopes

To avoid jams and wrinkled or torn output:

- Avoid envelopes that have:
- Slick finish, self - stick adhesives, or clasps.
- Thick, irregular, or curled edges.
- Avoid envelopes that are:
- Wrinkled, torn, or damaged.
- Use a sturdy envelope that weighs 16 to 27 pounds (56 to 95 gsm) approximately.
- Use tightly constructed envelopes.
- Ensure the folds of the envelopes are sharply creased.

printing on thick paper by using the rear manual feed

Use the rear manual feed of the printer to print on thick paper such as a card stock and a photo paper.

Paper Weight:

- Up to 0.02 inches (0.4 mm) thick or 72 lb (270 gm) in weight

Paper Dimensions:

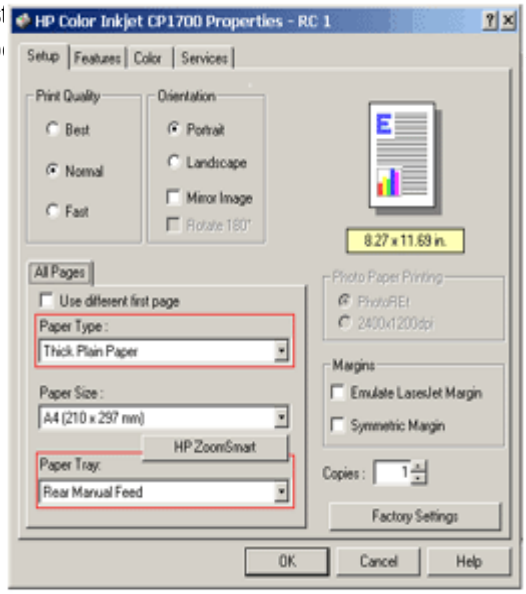
- Minimum of 4 inches x 6 inches (102 mm x 152 mm)
- Maximum of 13 inches x 19 inches (330.2 mm x 482.6 mm)

If the auto - duplex unit is installed, the rear manual feed is not available. To restore the rear manual feed, replace the auto - duplex unit with the rear access panel.

Note *You can print only one sheet at a time when you use the rear manual feed.*

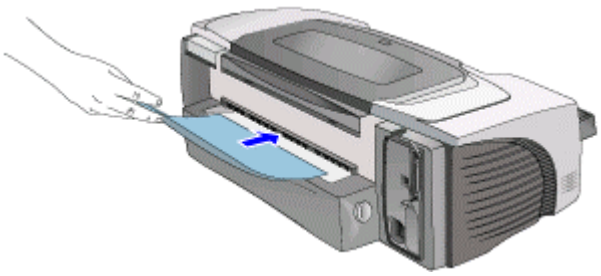
Following are the steps to print using the rear manual feed:

1. Select the **File** -> **Print** menu command.
2. Click the **Properties** button in the **Print** dialog box to display the printer driver.
3. In the **Setup** tab of the printer driver, select the **Rear Manual Feed** option from the **Paper Tray** list
4. Select the type .



selecting the paper type

5. Click the **OK** button to close the printer driver.
6. Click the **OK** button to print.
7. Insert a single sheet of paper in portrait orientation into the rear manual feed.



inserting paper in the rear manual feed

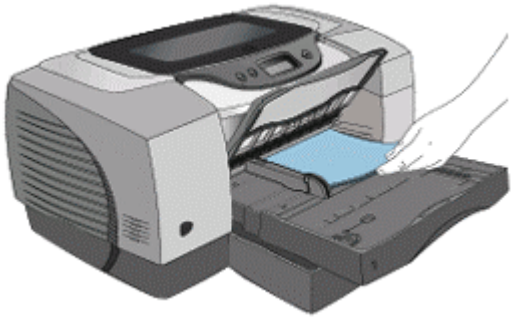
tips for printing by using the rear manual feed

- To print in landscape orientation, select the option in the software used.
- To remove the paper after inserting it into the rear manual feed, press the CANCEL button. The printer ejects the paper and cancels the print job.

printing on transparencies

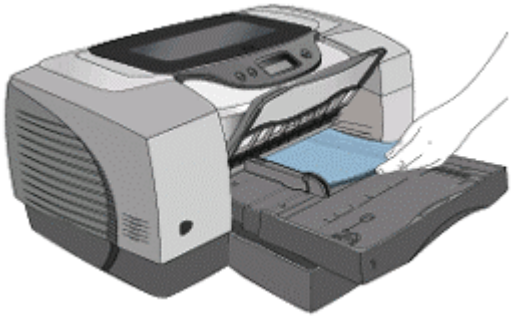
The steps to print on transparencies are:

1. Remove paper from tray 1.



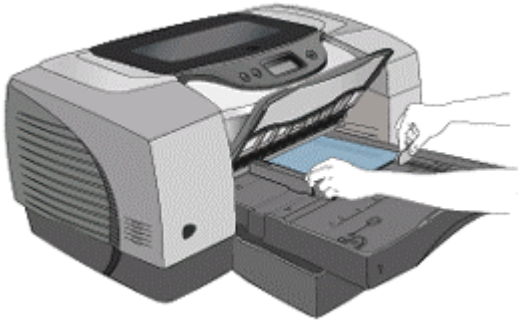
removing paper from tray 1

2. Insert the transparencies with the rough side down and the adhesive strip pointing forward into tray 1.



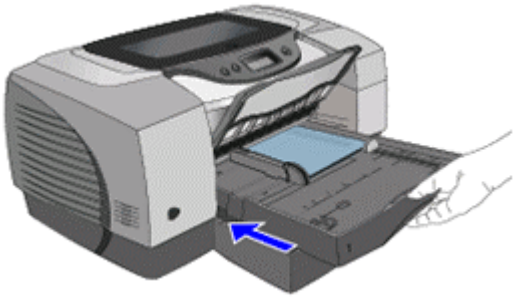
inserting transpararencies in tray 1

3. Slide the width and length guides to align with the edge of the transparencies.



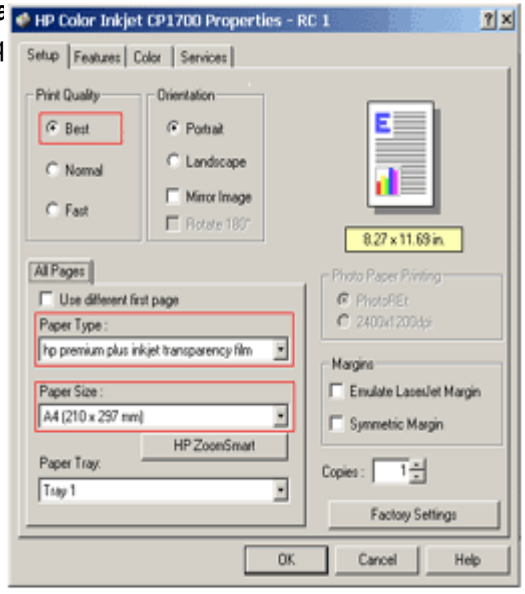
sliding paper guides

4. Slide the tray back into the closed and locked position.



sliding the tray back

5. Select the **File** -> **Print** menu command.
6. Click the Properties button in the **Print** dialog box to display the printer driver.
7. In the **Setup** tab, select the **Best** radio button from the **Print Quality** group box.
8. Select the **Tra** **Type** list box.
9. Select the req **er Size** list box.



selecting the transparency size

10. Click the **OK** button to close the printer driver.
11. Click the **OK** button to print the transparencies.

printing on custom - size paper

To print on custom - size paper from the front manual feed, use Tray 1, or Tray 2 of the hp color inkjet printer cp1700 series.

If the application in use supports custom - size paper:

1. Set the size of the paper in the application.
2. Create the document.
3. Print the document.

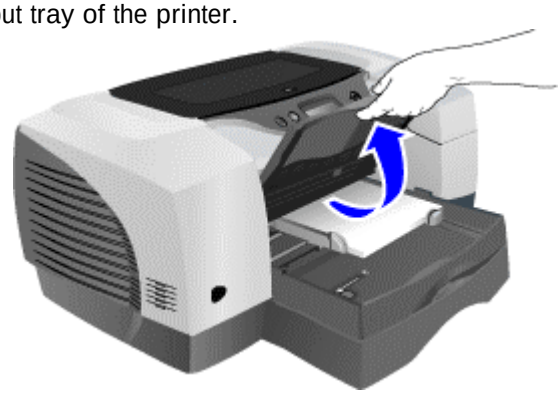
If the application in use does not support custom - size paper:

1. Set the size in the printer driver.
2. Create the document.
3. Print the document.

Note *Note: You might need to reformat existing documents to print correctly on a custom - size paper.*

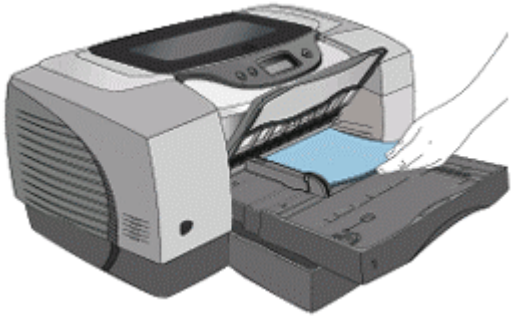
The steps to print on custom - size paper are:

1. Lift the output tray of the printer.



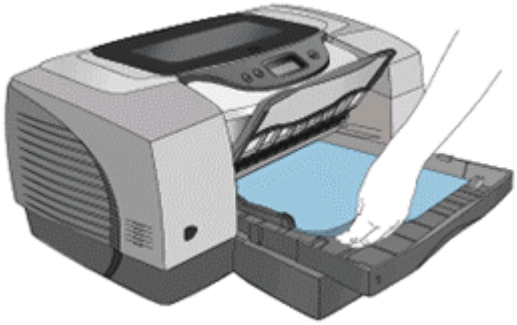
lifting the output tray

2. Remove existing paper from the trays.



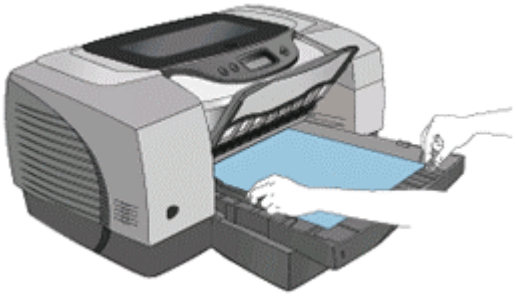
removing paper

3. Insert the custom - sized paper into the required tray.



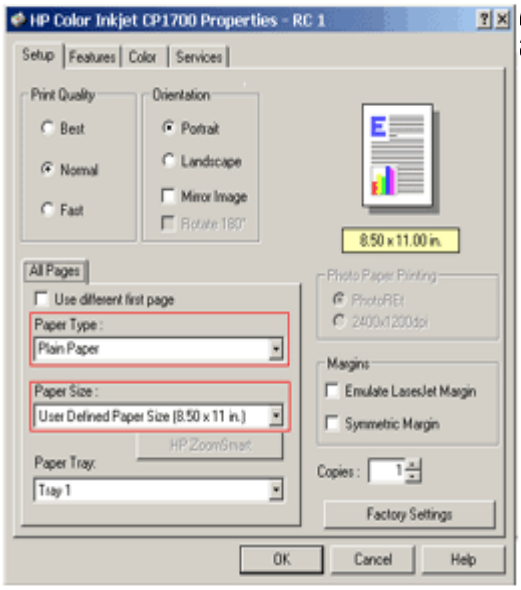
inserting custom - sized paper

4. Slide the width and length guides to the edges of the paper.



sliding the paper guides

5. Lower the output tray.
6. Select the **File** -> **Print** menu command.
7. Click the Properties button in the **Print** dialog box to display the printer driver.
8. In the **Setup** **/pe** list box.
9. Select the app **ize** list box.



selecting the paper size

10. Click the **OK** button to close the printer properties dialog box.
11. Click the **OK** button to print on a custom - size paper.

Module 3

use and maintain

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printer features overview

The hp color inkjet printer cp1700 series printer has the following hardware components:

- control panel
- infrared lens
- paper input and output trays

control panel

The control panel consists of the LCD (Liquid Crystal Display) that displays information regarding the current status of the printer and the buttons to perform basic printer operations.

infrared lens

The infrared lens enables printing from an infrared device. For infrared printing, establish a wireless connection between an infrared device and the printer.The infrared device projects a beam on the printer during the information transfer process. When the information transfer is complete, the beam turns off.

paper input and output trays

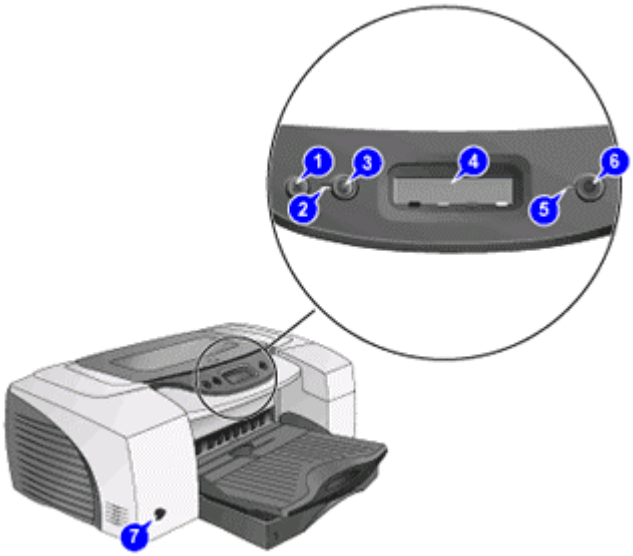
The hp color inkjet printer cp1700 series contains different paper trays for handling different types of paper and media. The different types of paper trays are:

- Tray 1: This tray holds both A-size and B-size paper.
- Tray 2: This tray holds both A-size and B-size paper.
- Front manual feed: This tray holds paper and media that are manually fed into the printer.
- Rear manual feed: This tray holds cards and any special type of printable media. This provides a straight paper path
- Output tray: This tray collects the printed paper and media.

LCD panel

The LCD panel displays information about the status of the printer. It also has buttons to perform basic printer operations.

- control panel
- infrared lens
- paper input and output trays



LCD panel

The components of the LCD panel are:

1. **CANCEL** button: Cancels the current print job.
2. Resume light: Blinks whenever the printer requires user intervention, such as clearing a paper jam or closing an open cover.
3. **RESUME** button: Resumes current print operation after temporary interruption, such as adding paper to printer.
4. LCD: Displays messages relating to the current state of the printer and the ink levels in the individual ink cartridges.
5. Power light: Blinks when the printer is initializing, canceling a job, or turning off.
6. **POWER** button: Controls the power to the printer. Press this button to turn on or off the printer.
7. Infrared lens: Enables printing from an infrared device.

canceling a print job

Cancel a print job by using:

- The LCD panel on the printer
- The printer icon on the desktop

canceling a print job by using the LCD panel

canceling a print job

The steps to cancel a currently processed print job by using the LCD panel are:

1. Press the **CANCEL** button on the LCD panel to clear the currently processed job.

Note *Canceling a print job does not affect the jobs waiting to be processed.*

canceling a print job by using the printer icon on the desktop

The steps to cancel a print job by using the printer icon on the desktop are:

1. Double-click the printer icon on the lower-right corner of the computer screen.
2. Select the print job that you want to cancel in the printer window.
3. Click the **Document** -> **Cancel** menu command to cancel the print job.

printing a Diagnost

diagnostic page

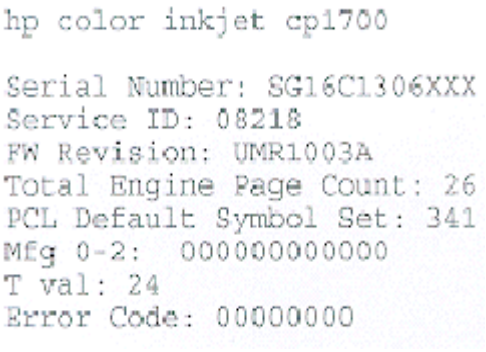
Information displayed on the Diagnostic page:

- Printer information: Firmware version number, Model, and Service ID
- Printhead information: Technical information on printhead performance
- Technical information: Technical information on printheads and ink cartridges

The steps to print a Diagnostic page are:

1. Press and hold down the **POWER** button.
2. While holding down the **POWER** button, press the **CANCEL** button once.

printing a self-test p



self-test page

A self-test page verifies if the:

- Printer is connected to the computer properly.
- Printer and printer software are functioning properly.

This page is not available entirely to the end-user. The service or call center staff must use the hard copy of the self-test page.

Note *If the self-test page does not print, check the printer configuration.*

The steps to print a self-test page is:

1. Press and hold down the **POWER** button.
2. While holding down the **POWER** button, press the **RESUME** button four times.

displaying printhead health

You can view the condition of the printheads. The condition of printheads is displayed on the LCD in KCMY sequence.

The steps to display the printhead health are:

1. Press and hold down the **POWER** button.
2. While holding down the **POWER** button, press the **CANCEL** button thrice and the **RESUME** button thrice.

printing using IR connectivity

Perform infrared printing by establishing a wireless connection between an infrared device and the printer.

Following are the steps to perform infrared printing from a handheld device or laptop:

1. Locate the infrared (IR) lens on the device or the laptop.
2. Align the device IR lens with the printer IR lens.
3. Position the device or laptop 1 meter (3 feet) from the printer and within a 30-degree angle from the printer infrared lens.

Note *The infrared device should not be more than 1 meter from the printer IR port.*

media and tray compatibility

identifying the printer paper paths

- Tray 1 (default tray): Holds a maximum of 150 sheets
- Tray 2 (optional accessory): Holds a maximum of 250 sheets
- Front manual feed: Holds a maximum of 10 sheets
- Rear manual feed: Holds one sheet

paper types supported by the printer

media type	tray 1	tray 2	front manual feed	rear manual feed
Plain Paper	Y	Y	Y	Y
Inkjet Paper	Y		Y	Y
Photo Paper	Y		Y	Y
Transparency Film	Y		Y	Y
Special Paper (Banner paper, restickables, iron transferables)	Y		Y	Y
Greeting cards, including Hagaki cards	Y			Y
Brochure Paper	Y		Y	Y

printing on special media

printing on envelopes and cards

Print envelopes and cards from Tray 1 of the hp color inkjet printer cp1700 series.

- Dimensions of media: 4 inches x 6 inches (101.6 x 152.4 mm) or larger.

Note *The hp color inkjet printer cp1700 series supports the printing of Hagaki cards.*

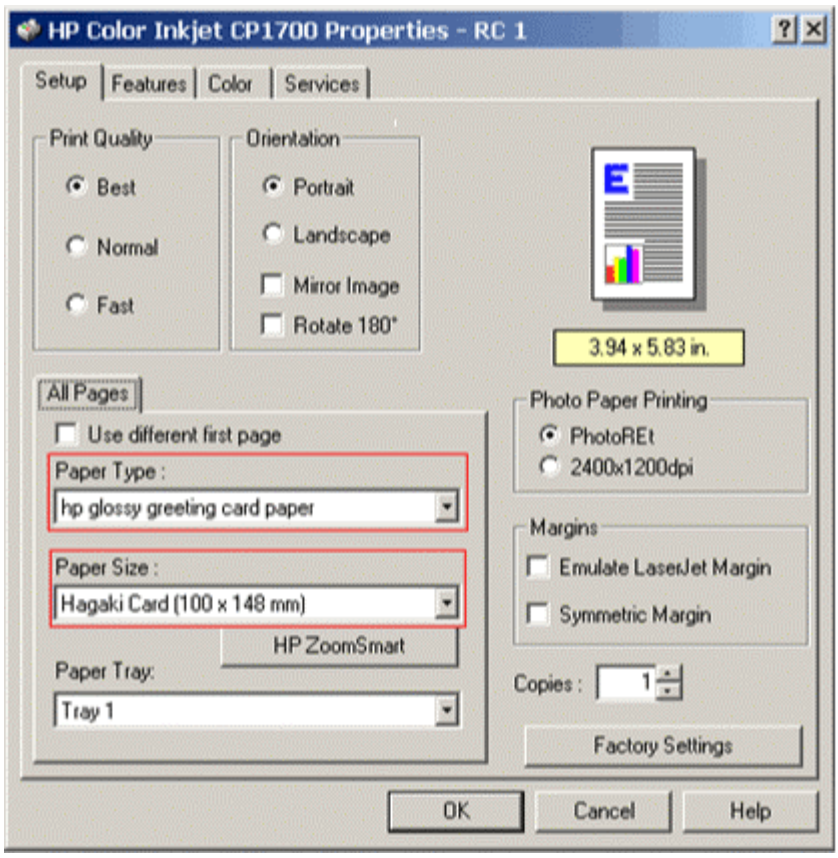
tips for printing on envelopes

To avoid jams and wrinkled or torn output:

- Avoid envelopes that have:
    - Slick finish, self-stick adhesives, or clasps.
    - Thick, irregular, or curled edges.
- Avoid envelopes that are:
    - Wrinkled, torn, or damaged.
- Use a sturdy envelope that weighs 16 to 27 pounds (56 to 95 gsm) approximately.
- Use tightly constructed envelopes.
- Ensure the folds of the envelopes are sharply creased.

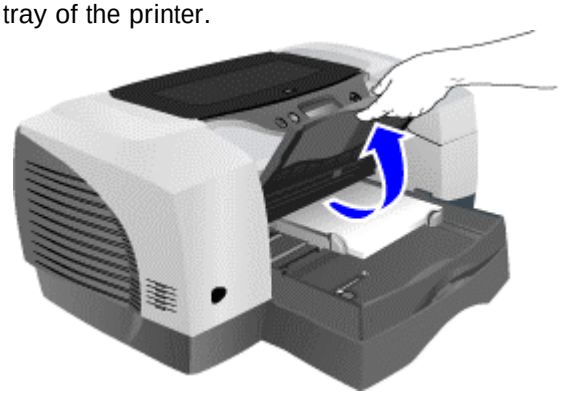
The steps to print envelopes or cards are:

1. Select the **File** -> **Print** menu command.
2. Click the **Properties** button to open the printer driver.
3. From the options on the **Setup** tab, select the paper type that you are using. For example, if you are printing on HP glossy greeting card paper, select the **HP glossy greeting card** option as the paper type.
4. Select the envelope or card size from the **Paper Size** menu.



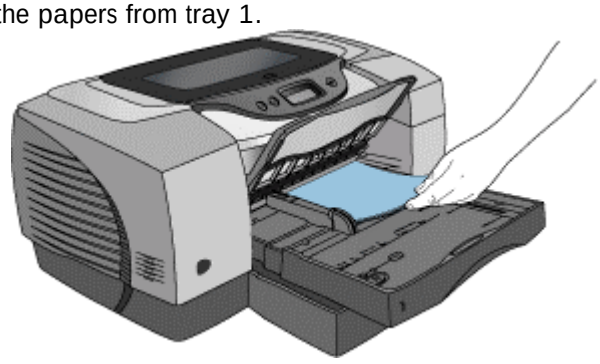
selecting the card size

5. Lift the output tray of the printer.



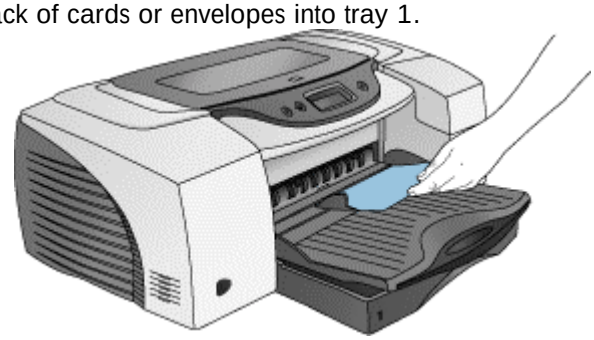
lifting the output tray

6. Remove all the papers from tray 1.



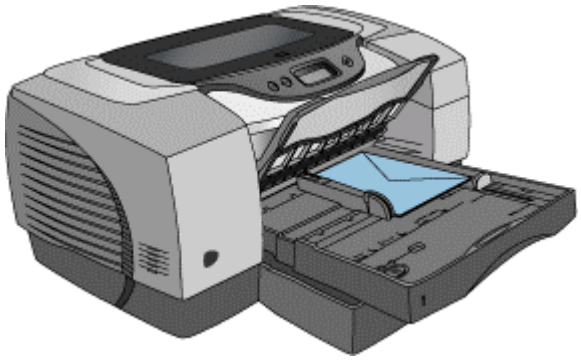
removing paper from tray 1

7. Insert the stack of cards or envelopes into tray 1.

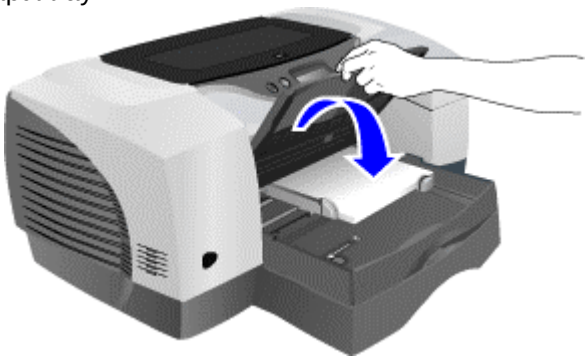


inserting cards

8. Slide in the paper width and length guides to align with the edges of the envelopes or cards.



9. Lower the output tray.



lowering the output tray

10. Print the document.

printing on thick paper by using the rear manual feed

Use the rear manual feed of the printer to print on thick paper such as a card stock and a photo paper.

Paper Weight:

- Up to 0.02 inches (0.4 mm) thick or 72 lb (270 gm) in weight

Paper Dimensions:

- Minimum of 4 inches x 6 inches (102 mm x 152 mm)
- Maximum of 13 inches x 19 inches (330.2 mm x 482.6 mm)

If the auto-duplex unit is installed, the rear manual feed is not available. To restore the rear manual feed, replace the auto-duplex unit with the rear access panel.

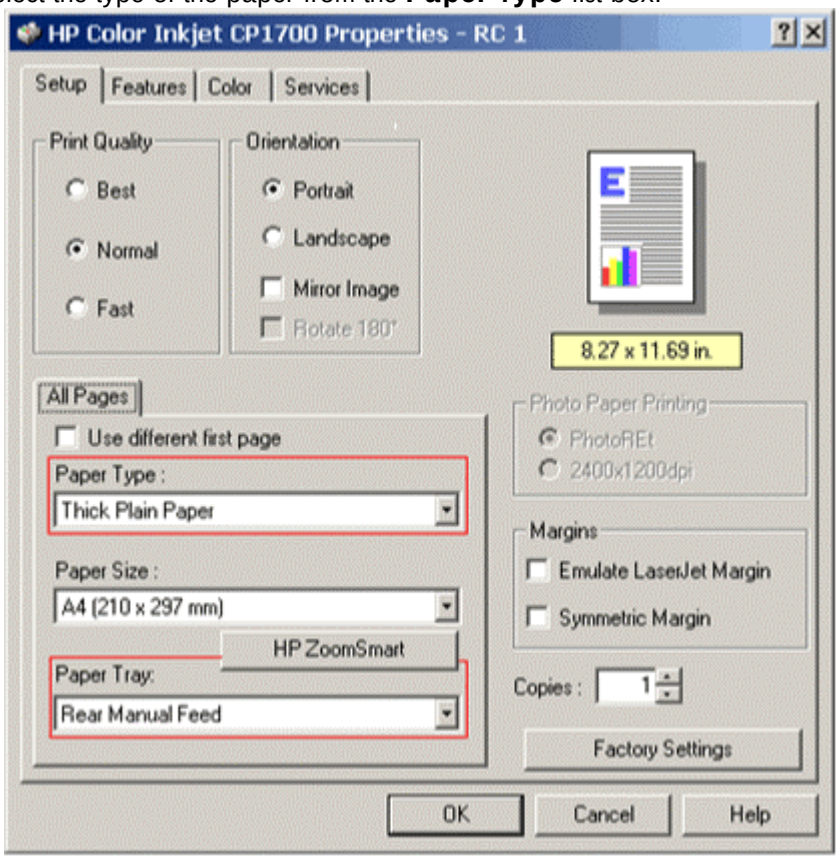
Note *You can print only one sheet at a time when you use the rear manual feed.*

tips for printing by using the rear manual feed

- To print in landscape orientation, select the option in the software used.
- To remove the paper after inserting it into the rear manual feed, press the **CANCEL** button. The printer ejects the paper and cancels the print job.

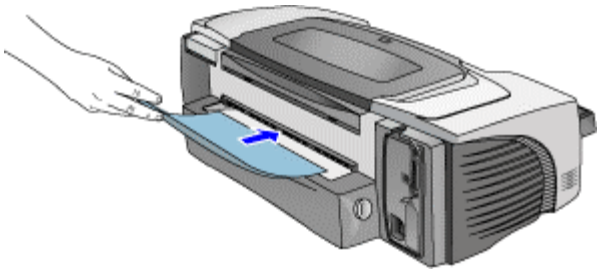
Following are the steps to print using the rear manual feed:

1. Select the **File** -> **Print** menu command.
2. Click the **Properties** button in the **Print** dialog box to display the printer driver.
3. In the **Setup** tab of the printer driver, select the **Rear Manual Feed** option from the **Paper Tray** list box.
4. Select the type of the paper from the **Paper Type** list box.



selecting the paper type

5. Click the **OK** button to close the printer driver.
6. Click the **OK** button to print.
7. Insert a single sheet of paper in portrait orientation into the rear manual feed.



inserting paper in the rear manual feed

printing on transparencies

To print on transparencies, use:

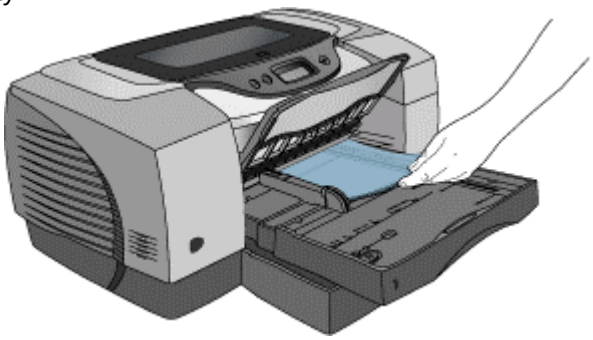
- HP Premium Transparency films.
- Other transparency films designed for inkjet printers.

The steps to print on transparencies are:

1. Remove paper from tray 1.

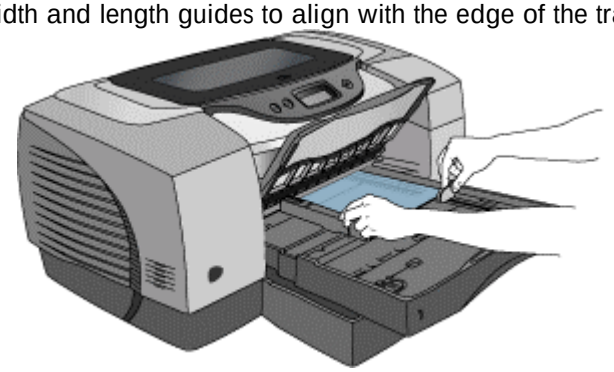
removing paper from tray 1

2. Insert the transparencies with the rough side down and the adhesive strip pointing forward into tray 1.



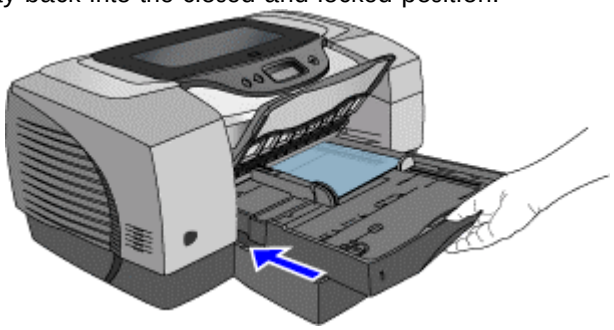
inserting transparencies in tray 1

3. Slide the width and length guides to align with the edge of the transparencies.



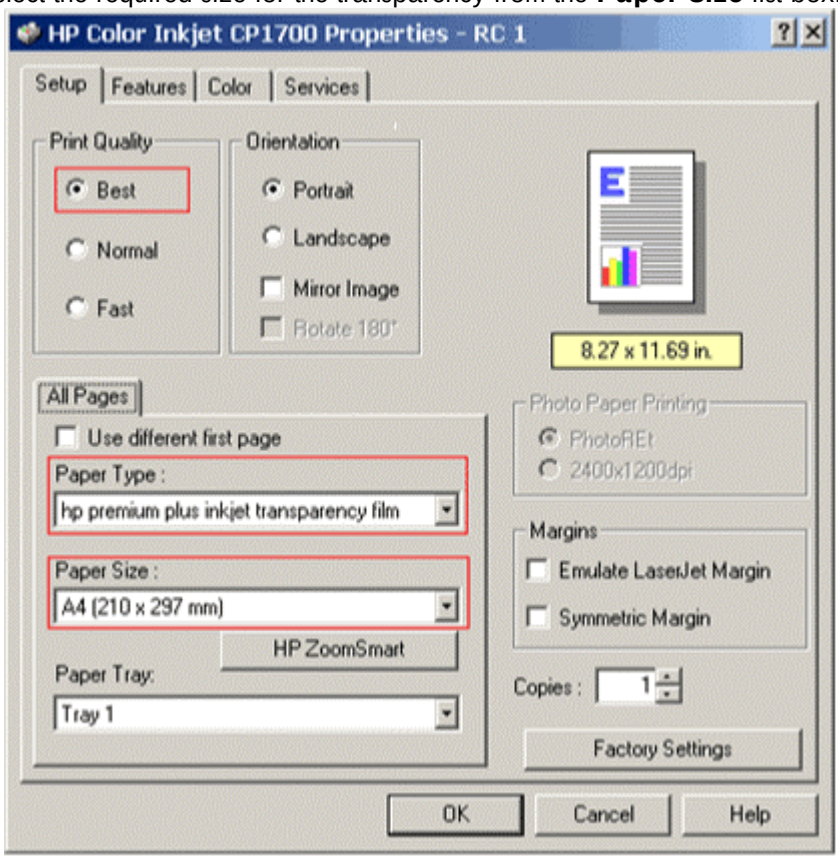
sliding paper guides

4. Slide the tray back into the closed and locked position.



sliding the tray back

5. Select the **File** -> **Print** menu command.
6. Click the Properties button in the **Print** dialog box to display the printer driver.
7. In the **Setup** tab, select the **Best** radio button from the **Print Quality** group box.
8. Select the **Transparency Films** option from the **Paper Type** list box.
9. Select the required size for the transparency from the **Paper Size** list box.



selecting the transparency type

10. Click the **OK** button to close the printer driver.
11. Click the **OK** button to print the transparencies.

printing on custom-size paper

To print on custom-size paper from the front manual feed, use tray 1, or tray 2 of the hp color inkjet printer cp1700 series.

If the application in use supports custom-size paper:

1. Set the size of the paper in the application.
2. Create the document.
3. Print the document.

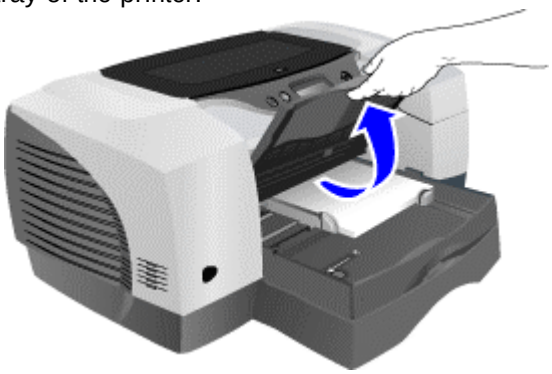
If the application in use does not support custom-size paper:

1. Set the size in the printer driver.
2. Create the document.
3. Print the document.

Note *You might need to reformat existing documents to print correctly on a custom-size paper.*

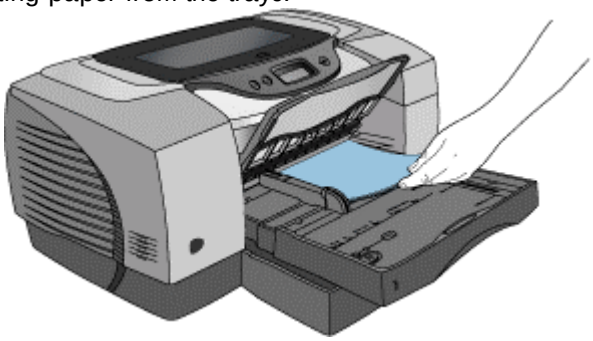
The steps to print on custom-size paper are:

1. Lift the output tray of the printer.



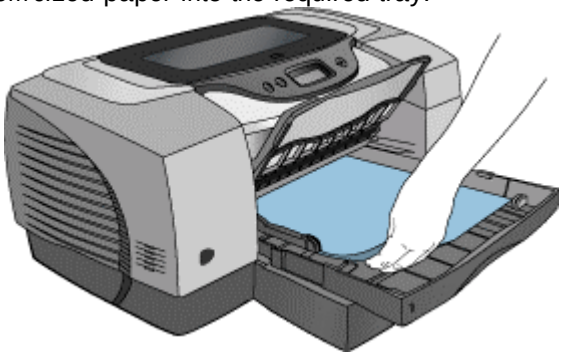
lifting the output tray

2. Remove existing paper from the trays.



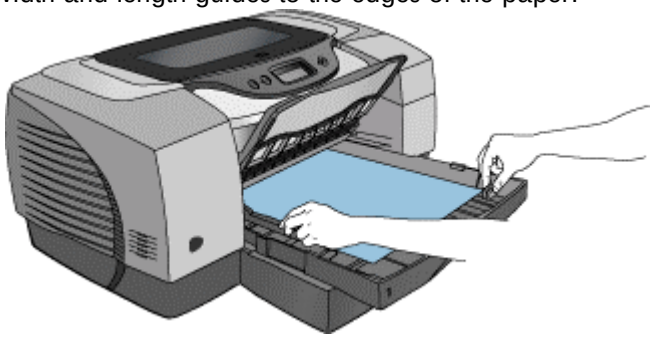
removing paper

3. Insert the custom-sized paper into the required tray.



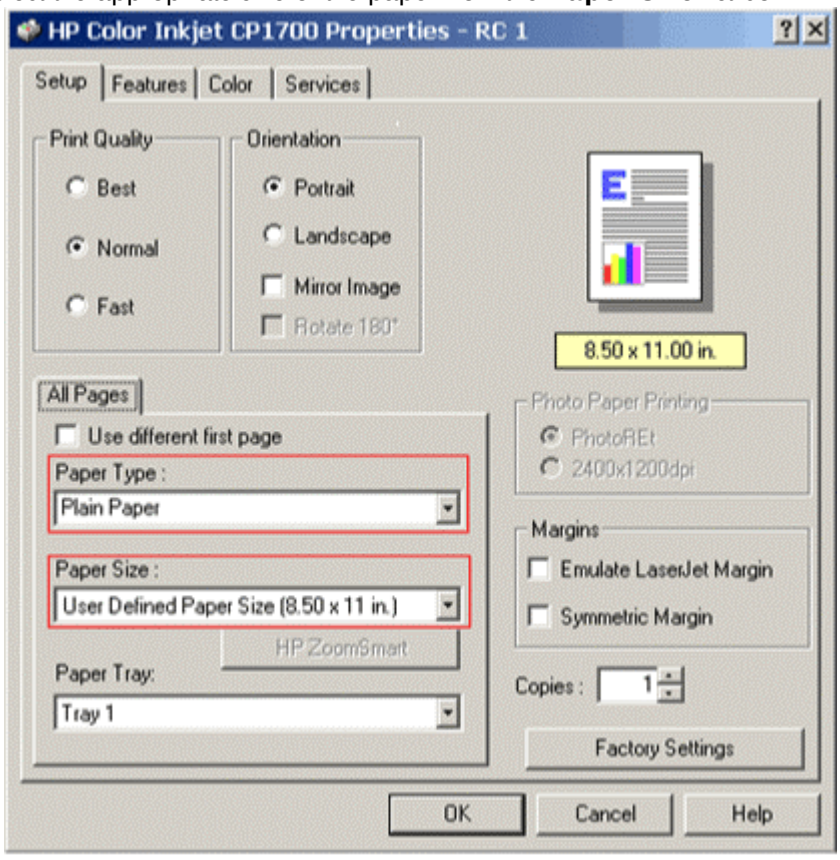
inserting custom-sized paper

4. Slide the width and length guides to the edges of the paper.



sliding the paper guides

5. Lower the output tray.
6. Select the **File** -> **Print** menu command.
7. Click the Properties button in the **Print** dialog box to display the printer driver.
8. In the **Setup** tab, select the paper type from the **Paper Type** list box.
9. Select the appropriate size of the paper from the **Paper Size** list box.



selecting the paper size

10. Click the **OK** button to close the printer properties dialog box.
11. Click the **OK** button to print on a custom-size paper.

cleaning the printer

printer cleaning procedure

The hp color inkjet printer cp1700 series does not require scheduled maintenance. However, you should clean the printer to keep it in peak condition. You can also diagnose printer problems easily by cleaning the printer.

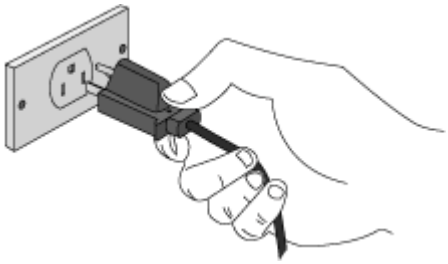
- To clean the case of the printer:
  - Use a soft cloth moistened with water or water mixed with mild detergent
- To clean the inside of the printer
  - Use a dry, lint-free cloth
- Do not touch the rollers

The following are the steps to clean the printer:

1. Turn the printer off.

turning off the printer

2. Unplug the power cord.



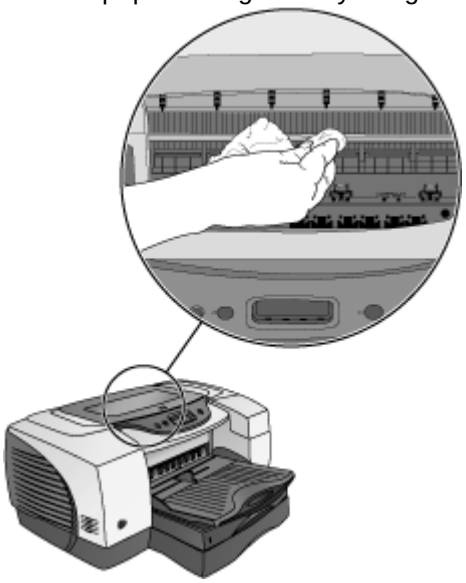
unplugging the power cord

3. Open the top cover of the printer.

Warning *Avoid reaching too far into the printer. The adjacent fusing area might be hot.*

opening the top cover of the printer

4. Clean dust or dirt from the paper feed guides by using a dry, lint free cloth.

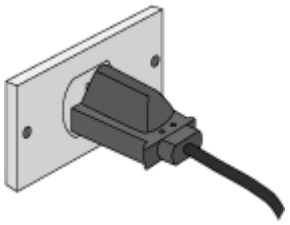


cleaning dust from the paper feed guides

5. Close the top cover.

closing the top cover

6. Plug in the power cord.



plugging in the power cord

7. Turn on the printer.

turning on the printer

cleaning the printer

cleaning the hp color inkjet printer cp1700 series

- To clean the case of the printer:
  - Use a soft cloth moistened with water or water mixed with mild detergent
- To clean the inside of the printer
  - Use a dry, lint - free cloth
- Do not touch the rollers

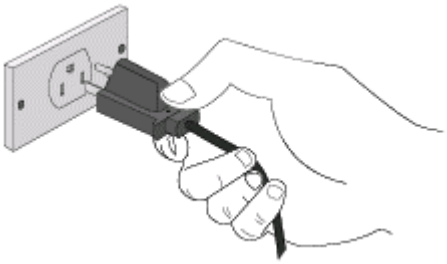
The hp color inkjet printer cp1700 series does not require scheduled maintenance. However, you should clean the printer to keep it in peak condition. You can also diagnose printer problems easily by cleaning the printer.

The following are the steps to clean the printer:

1. Turn the printer off.

turning off the printer

2. Unplug the power cord.



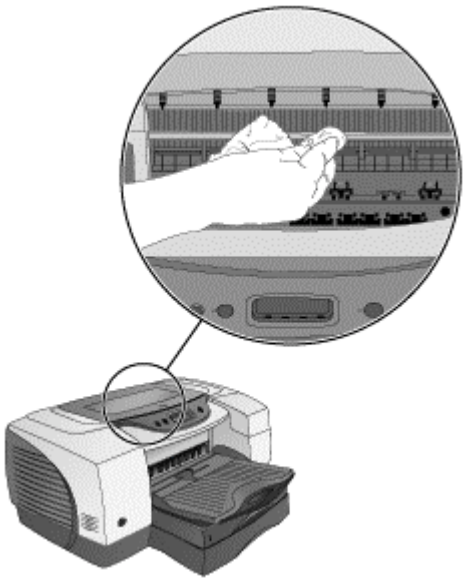
unplugging the power cord

3. Open the top cover of the printer.

Warning *Avoid reaching too far into the printer. The adjacent fusing area might be hot.*

opening the top cover

4. Clean dust or dirt from the paper feed guides by using a dry, lint - free cloth.

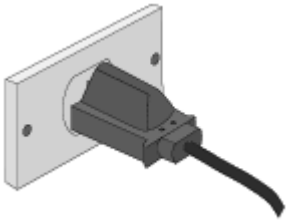


cleaning the paper feed guides

5. Close the top cover.

closing the top cover

6. Plug in the power cord.



plugging in the power cord

7. Turn on the printer.

turning on the printer

Use the following guidelines to clean the hp color inkjet printer cp1700:

- To clean the case of the printer:
  - Use a soft cloth moistened with water or water mixed with mild detergent.
- To clean the inside of the printer:
  - Use a dry, lint - free cloth.
- Do not touch the rollers.

cleaning and maintaining printheads

Printheads require little maintenance. Typically, printheads last for one-and-a-half years. Using a single printhead, you can print:

- 16,000 black and white pages
- 24,000 color pages

Ink nozzles might clog due to prolonged exposure to air, and result in incomplete printed characters. To ensure proper printing and avoid incomplete printouts, the printheads must be cleaned, aligned, or replaced. To perform these maintenance activities, use the toolbox or the LCD panel. The toolbox is most frequently used to clean the printheads. The printheads should be cleaned by using the LCD panel if:

The printer aligns printheads whenever you replace them. If the appearance of printouts indicates improper alignment of printheads, you need to align the printheads. Align the printheads by using the Toolbox or the LCD panel.

- The Toolbox is not installed.
- Use an Apple computer with a Macintosh operating system.

Perform three levels of cleaning by using the LCD panel. After each cleaning, the printer prints a test page to check the print quality.

Note *Clean printheads only when it is necessary because it wastes the ink and shortens the life of printheads.*

printhead maintenance

- Cleaning the printheads by using the LCD panel
    - level-one cleaning
    - level-two cleaning
    - level-three cleaning
- Cleaning the printheads by using the toolbox
- Aligning the printheads
    - aligning printheads by using the Toolbox
    - aligning printheads by using the LCD panel
- replacing the printheads

level-one cleaning

The level-one cleaning is the quickest, it uses the least amount of ink as compared to the other methods of cleaning.

The steps to perform level-one cleaning are:

1. Press and hold down the **POWER** button.

pressing and holding the POWER button

2. Press the **CANCEL** button two times while holding down the **POWER** button.

pressing the CANCEL button with the POWER button pressed

3. Release the **POWER** button.

releasing the POWER button

level-two cleaning

If the level-one cleaning is insufficient, perform the level-two cleaning.
The steps to perform level-two cleaning are:

1. Press and hold down the **POWER** button.

pressing the POWER button

2. Press the **CANCEL** button two times and the **RESUME** button once while holding down the **POWER** button.

pressing the CANCEL and RESUME button with the POWER button depressed

3. Release the **POWER** button.

releasing the POWER button

level-three cleaning

The level-three cleaning is the most comprehensive among the three levels of cleaning but it consumes the maximum ink and time.

The steps to perform level-three cleaning are:

1. Press and hold down the **POWER** button.

pressing the POWER button

2. Press the **CANCEL** button two times and the **RESUME** button twice while holding down the **POWER** button.

pressing the CANCEL and RESUME button with the POWER button depressed

3. Release the **POWER** button.

releasing the POWER button

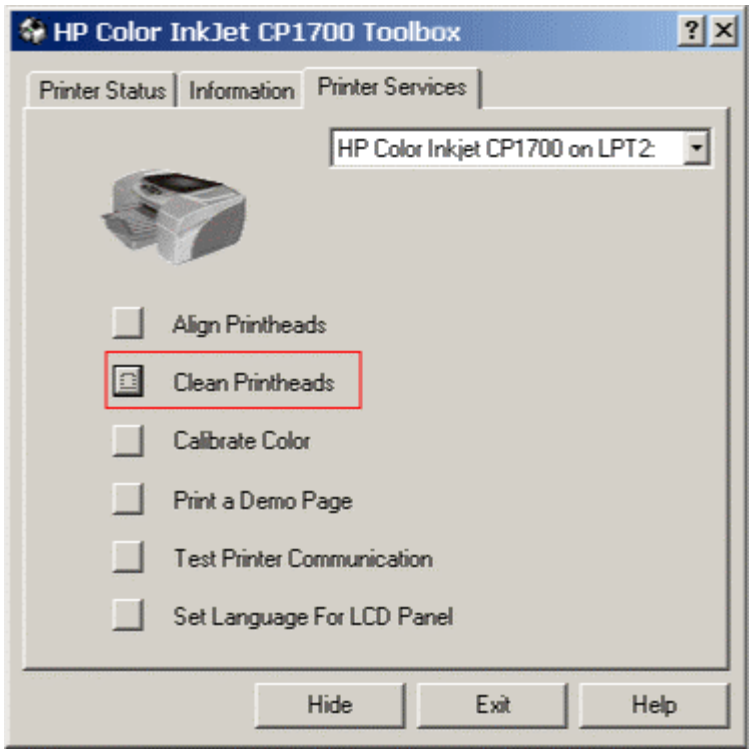
cleaning printheads by using the Toolbox

Using the Toolbox is the easiest way to clean printheads.

Note *You need to install the Toolbox to use it.*

The steps to clean printheads by using the Toolbox are:

1. Select the **Start -> Programs -> HP Color Inkjet CP1700 -> HP Color Inkjet CP1700 Toolbox** menu command.
2. Click the **Printer Services** tab in the Toolbox.
3. Click **Clean Printheads** .

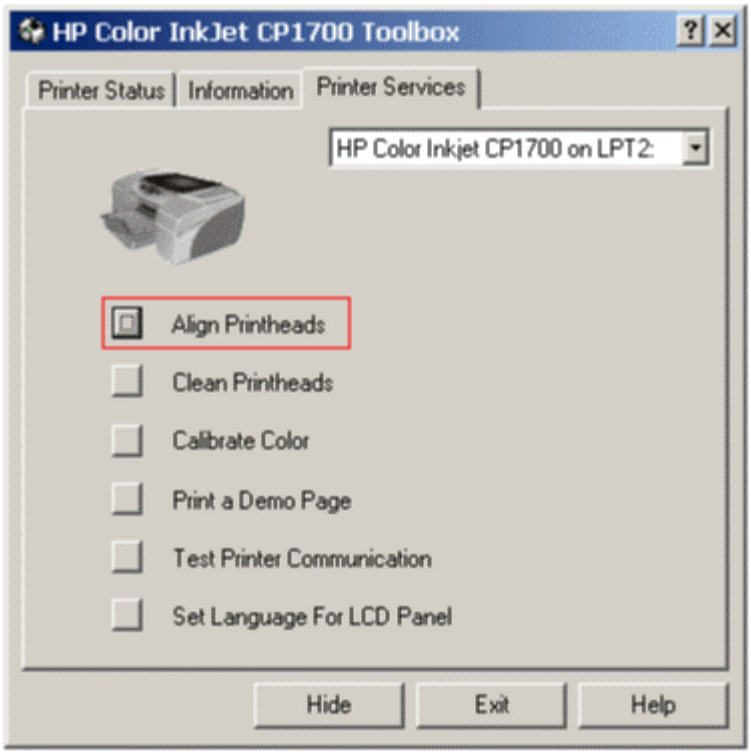


clicking the Clean Printheads button

aligning printheads by using the Toolbox

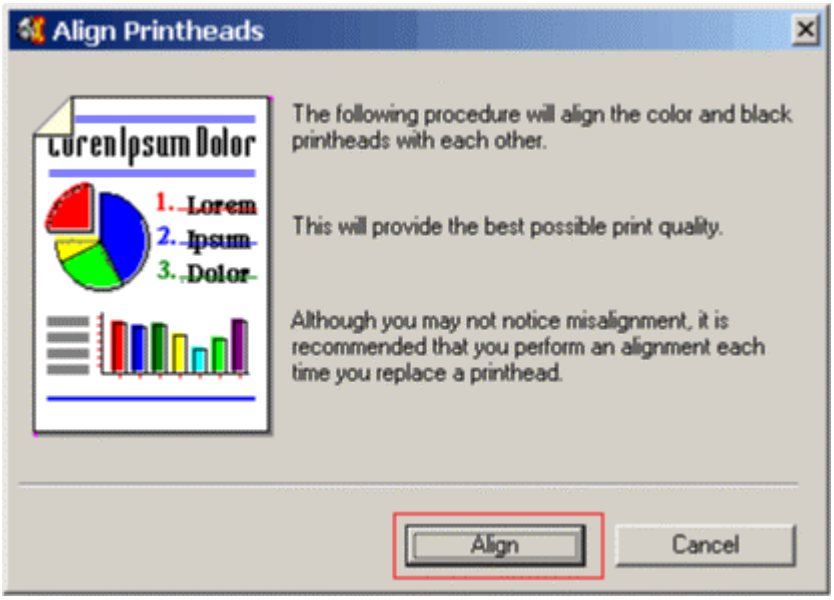
The steps to align printheads by using the Toolbox are:

1. Select the **Start -> Programs -> HP Color Inkjet CP1700 -> HP Color Inkjet CP1700 Toolbox** menu command.
2. Click the **Printer Services** tab in the Toolbox.
3. Click the **Align Printheads** button in the **Printer Services** tab.



aligning the printheads

4. Click the **Align** button in the **Align Printheads** dialog box to start the alignment process.


Align Printheads
LorenIpsum Dolor
1. Lorem
2. Ipsum
3. Dolor
The following procedure will align the color and black printheads with each other.
This will provide the best possible print quality.
Although you may not notice misalignment, it is recommended that you perform an alignment each time you replace a printhead.
Align
Cancel

starting the alignment process

aligning printheads by using the LCD panel

The steps to align printheads by using the LCD panel are:

1. Press and hold down the **POWER** button.

pressing the POWER button

2. While holding down the **POWER** button, press the **RESUME** button on the LCD panel thrice.

After the alignment process is over, the printer prints an alignment page.

replacing printheads

Replace a printhead when LCD displays a warning message.

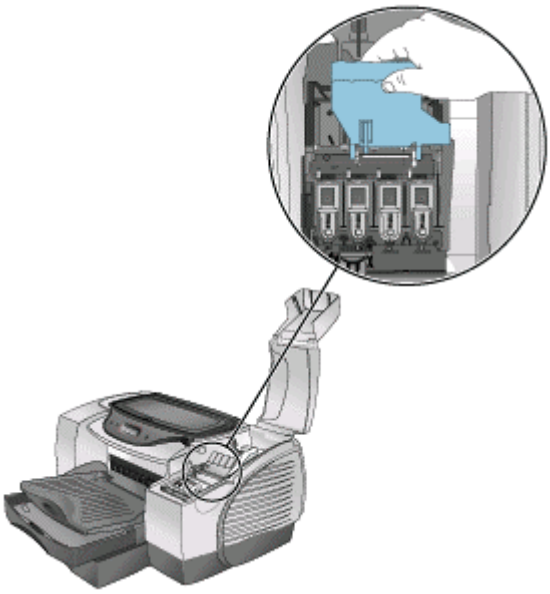
Note *Do not need to replace all the four printheads at once. Replace only the printhead that is exhausted.*

The steps to replace a printhead are:

1. Turn on the printer.

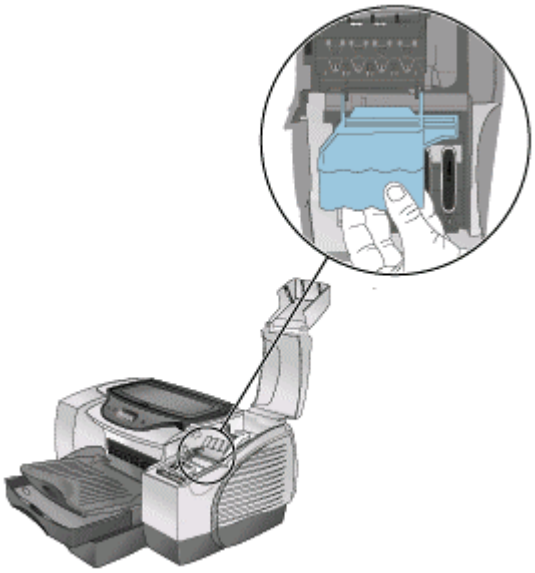
turning on the printer

2. Lift the printhead cover.



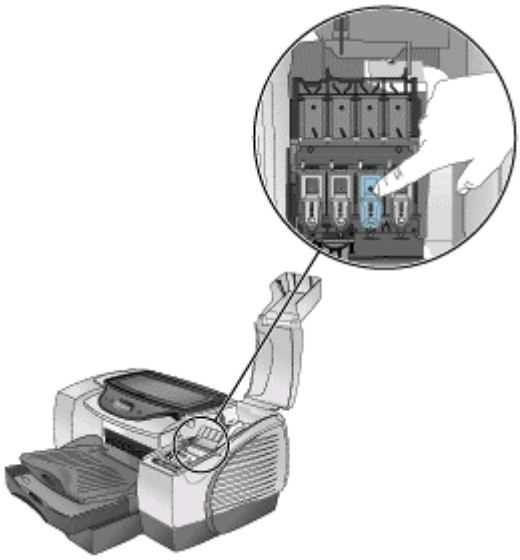
lifting the printhead cover

3. Open the printhead access latch by lifting the latch from the rear.



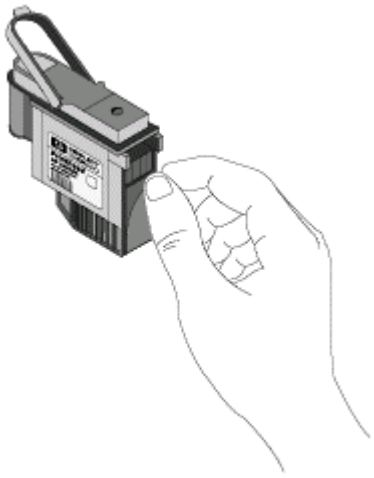
opening the printhead access latch

4. Pull the latch forward and down to release the hook from the carriage lock.



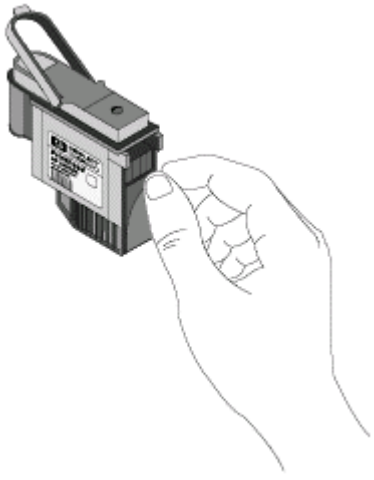
pulling the printhead access latch forward

5. Hold both ends of the printhead firmly and pull it up straight out of its slot.



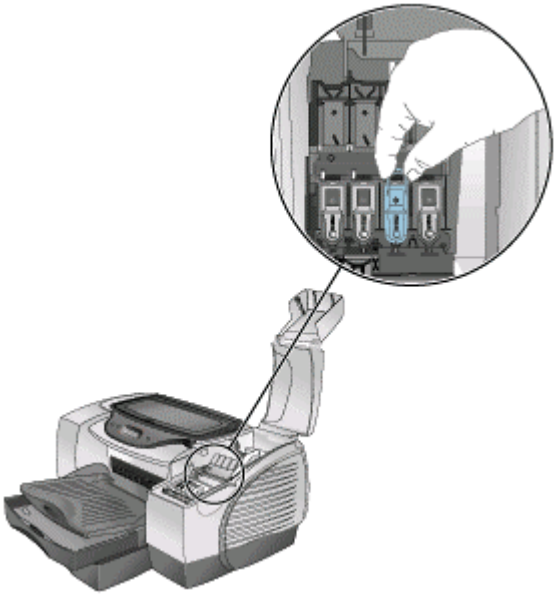
pulling out the printhead

6. Install the new printhead in the color-coded slot that matches the color of the printhead.



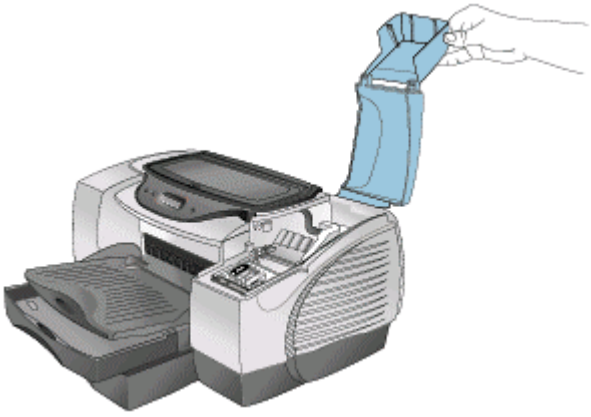
installing the new printhead

7. Press the printhead firmly to ensure proper contact.



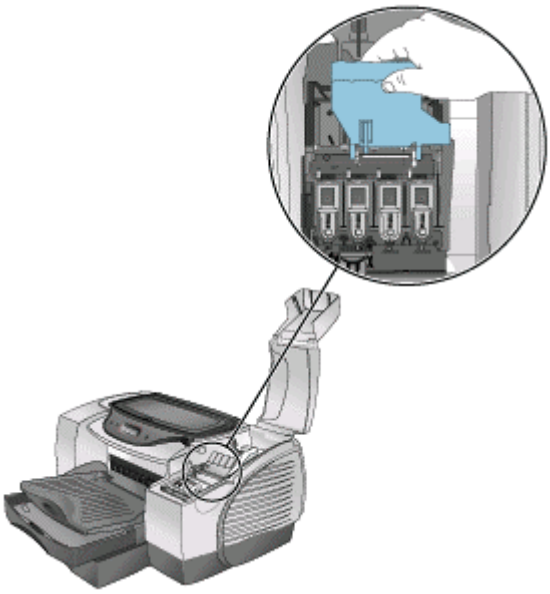
pressing the installed printhead

8. Close the printhead access latch firmly to ensure that the hook catches the carriage lock.



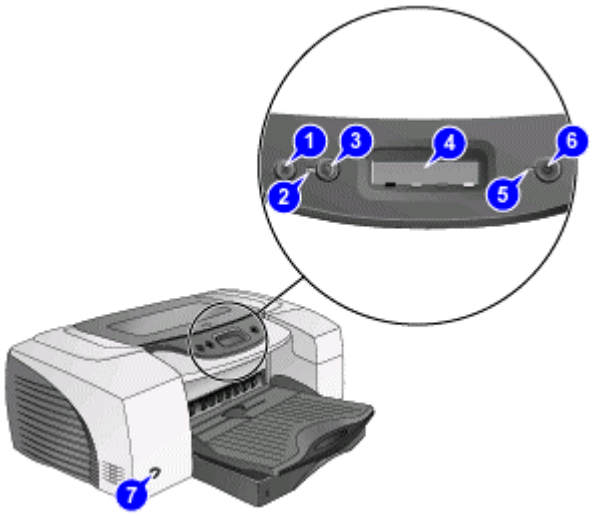
closing the printhead latch

9. Close the printhead cover.



closing the printhead cover

control panel



The front panel serves two primary purposes. Firstly, it notifies the users on printer operations (eg. printing, ready), requirement of user intervention (eg. out of paper, replace printhead) and component status (eg. ink level status, print head health). Secondly, the front panel will be used to drive second-order functions such as printing test pages, pen cleaning and alignment. This is achieved through some unique key press sequences.
However, it will not be used to configure low-level information set in NVRAM or on LIO cards. Low-level configurations of the IO cards will be provided by host software or its equivalent, through the driver or through a combination of driver/firmware. The printer front panel has a LCD display, two LEDs and three key buttons, which are the POWER, RESUME and CANCEL buttons.

image	key	function
	POWER	It is a momentary pushbutton that is used to control the printer power. This is a "Hard On, Soft Off" switch, which has direct control of the power supply when the printer is off. However, it acts as an input logic to the firmware when the power is on. It is used to initiate a power down sequence instead of cutting of the power directly.
	RESUME	This momentary pushbutton is context sensitive. Depending on the state of the printer, pressing the RESUME button has different effect on the printer. If a media related condition, such as out of paper, has occurred, pressing this button will cause the printer to resume its print operation. Together with the POWER button, it can be used to invoke an internal page or printhead related functions.
	CANCEL	A momentary pushbutton used to cancel current print job. After the user presses the cancel button, the printer will eject the current page; clears the buffer, and prepare for a new print job.

front panel display states

The five display states are:

- normal operation

- warning display
- user intervention
- unrecoverable error
- special display

Display State	POWER	RESUME	CANCEL
Normal Operating State	Power off printer	Disabled	Cancels job if in processing job state. Eject page loaded from rear manual feed if in ready state.
Warning Display	Power off printer	Clears the current warning	Cancels job if in processing job state. Eject page loaded from rear manual feed if in ready state.
User Intervention	Power off printer	Indicate to the printer that the intervention is complete (if required).	Cancels job if in printing state
Unrecoverable Error State	Turn power off	Disabled	Disabled
Special Display	Turn power off	Clear current display	Disabled

maintaining ink cartridges

printer cartridge maintenance procedure

1. Ink cartridges do not require maintenance.
2. Life of Ink Cartridge: An ink cartridge should print 1750 pages in black or color.
3. Checking status of ink cartridge: Use the Toolbox to check the status of the ink cartridges. In addition, LCD displays a message when an ink cartridge exhausts and needs to be replaced. Replace ink cartridges when the ink exhausts.
4. Tips for storing and maintaining ink cartridges:
   - Keep the ink cartridges sealed in the original packaging until you use them.
   - Keep the opened ink cartridges in the printer or seal them in a plastic bag.
   - Store ink cartridges at room temperature.

Note *Do not replace all four ink cartridges when one of them exhausts. Replace only the empty ink cartridge.*

The steps to replace an ink cartridge are:

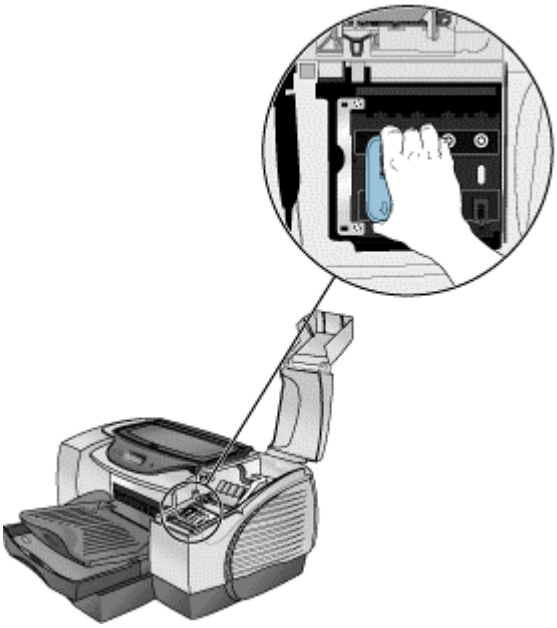
1.Turn on the printer.

turning on the printer

2. Lift the ink cartridge cover.

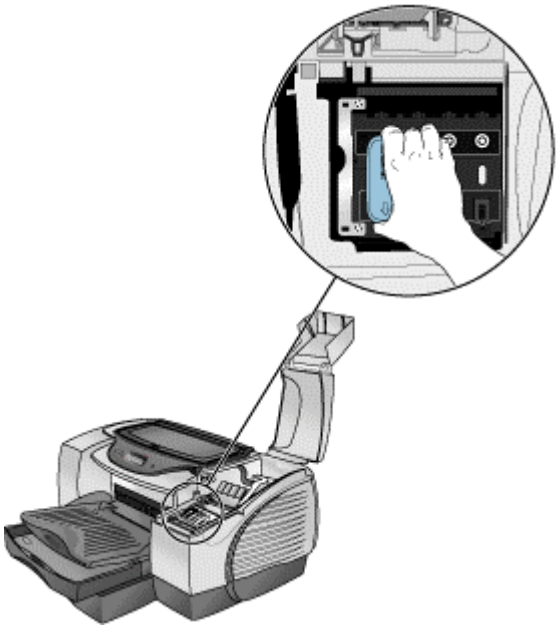
lifting the ink cartridge cover

3. Remove the empty ink cartridge by holding it firmly between the thumb and the forefinger and pulling it out.



removing the empty ink cartridge

4. Insert the new ink cartridge into the color-coded slot that matches the color of the ink cartridge.



inserting the new ink cartridge

5. Press the new cartridge firmly to ensure a proper contact after installation.

pressing the new cartridge

6. Close the ink cartridge cover.

closing the ink cartridge cover

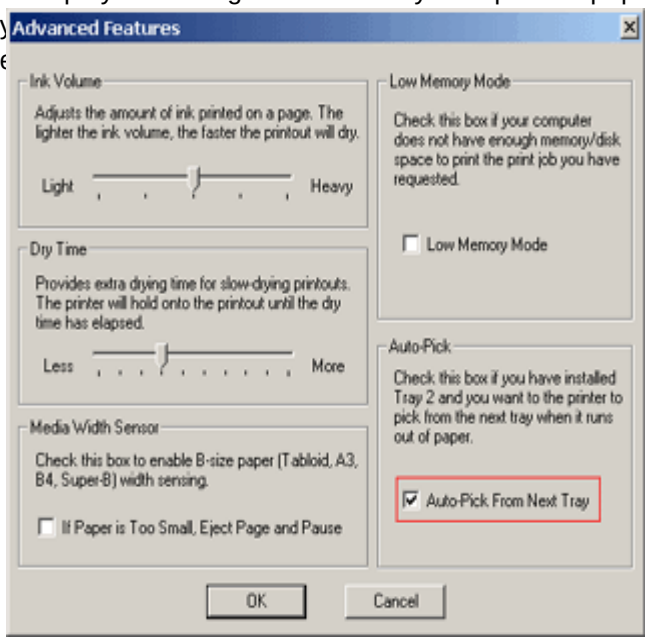
The printer picks up paper from the currently selected tray.

If the currently selected tray is out of paper and the Auto-Pick feature is not turned on:

- The printer displays a message that instructs you to provide paper to that tray.

If the currently [illegible] is turned on:

- The printe


Advanced Features
Ink Volume
Adjusts the amount of ink printed on a page. The lighter the ink volume, the faster the printout will dry.
Light
Heavy
Dry Time
Provides extra drying time for slow-drying printouts. The printer will hold onto the printout until the dry time has elapsed.
Less
More
Media Width Sensor
Check this box to enable B-size paper (Tabloid, A3, B4, Super-B) width sensing.
If Paper is Too Small, Eject Page and Pause
Low Memory Mode
Check this box if your computer does not have enough memory/disk space to print the print job you have requested.
Low Memory Mode
Auto-Pick
Check this box if you have installed Tray 2 and you want to the printer to pick from the next tray when it runs out of paper.
Auto-Pick From Next Tray
OK
Cancel

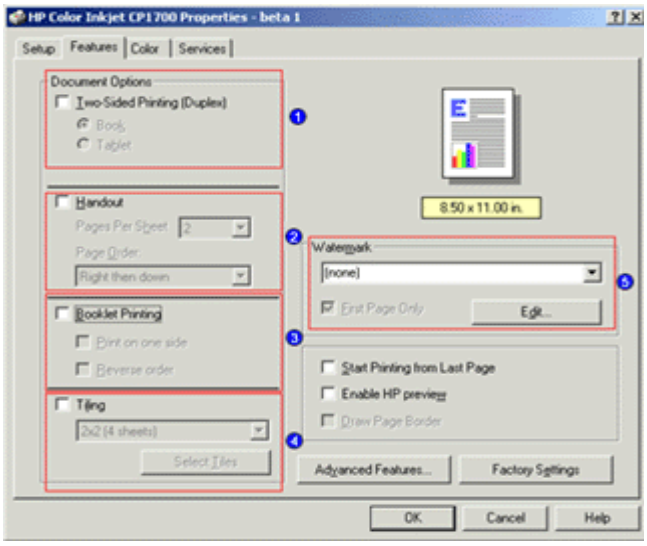
auto-pick feature

Following are the steps to turn on the Auto-Pick feature:

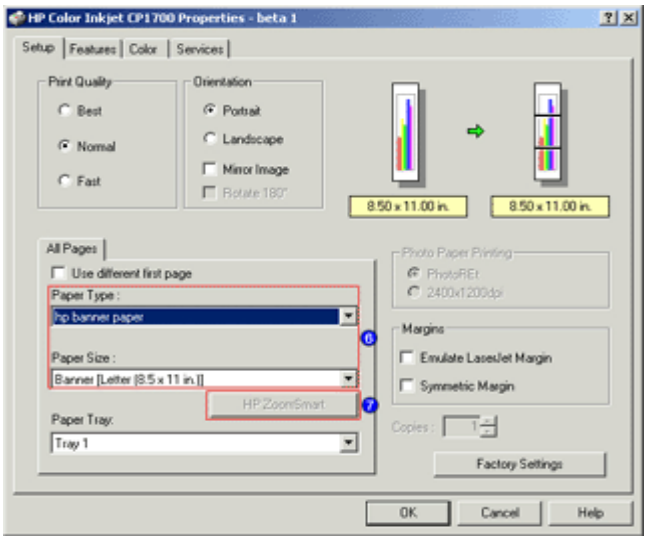
1. Select the **Start** -> **Settings** -> **Printers** menu command to display the Printers window.
2. Right-click the icon for the printer.
3. Select the required menu item, depending on the operating system:
   - Properties for Windows 95 and Windows 98
   - Printing Preferences for Windows 2000
   - Document Defaults for Windows NT 4.0
4. Click the **Features** tab.
5. Click the **Advanced Features** button.
6. Select the **Auto-Pick from Next Tray** check box in the **Advanced Features** dialog box.
7. Click **OK** to close the dialog box.

software features and functions overview

Use the options of the Setup and Features tabs in the printer driver of the hp color inkjet printer cp1700 series to perform the following functions:



printer driver features



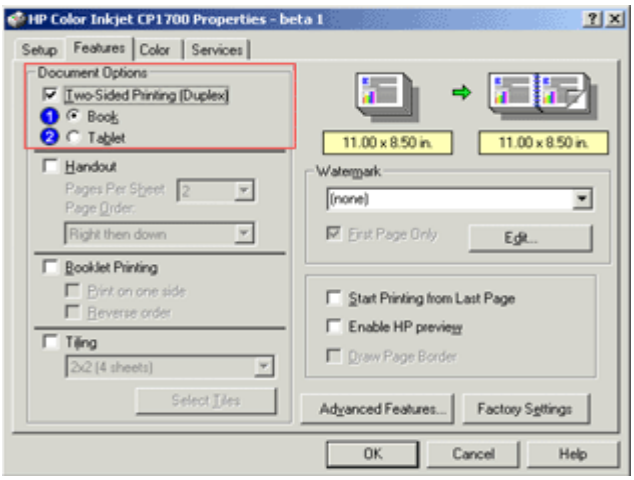
printer driver features

1. **Print in duplex mode** : Print on both sides of a page by using the auto-duplex unit. Perform duplex printing manually if you have not installed the auto-duplex unit. When you select manual duplexing, LCD displays instructions on how to insert paper into the printer.
2. **Create handouts** : Print presentation slides on regular paper.
3. **Create a booklet** : Print and collate a multiple-page document by printing two pages of the document on each side of a paper. For example, an eight-page document is printed with pages 1 and 8 on the same side of the paper and pages 2 and 7 on the other side of the paper. Fold the printout in half to create a booklet.

4. **Tile pages** : Enlarge and print a page in sections and on different sheets of paper. Use these sheets of paper as tiles to form a large poster.
5. **Create and use watermarks** : Specify the text to be placed in the background of an existing document. For example, you might want to print draft or confidential diagonally across the first page or all pages of a document.
6. **Create a banner** : Create a banner by using software, such as Corel Print House, Microsoft Publisher, and Broderbund Print Shop.
7. **Resize document views** : Resize document views by using the HP ZoomSmart feature.

printer driver features

performing duplexing



performing duplexing

Print on both sides of a paper by using the hp inkjet color printer cp1700 series. This is called duplexing. Enable the duplexing feature of the hp color inkjet printer cp1700 series by checking the **Two-sided Printing (Duplex)** check box in the **Features** tab of the printer driver.

1. **Book** radio button: Enables the user to print using both sides of a sheet of paper with the binding along the longer edge of the paper like a book.
2. **Tablet** radio button: Enables the user to print using both sides of a sheet of paper with the binding along the shorter edge of the paper.

Following are the two types of duplexing:

- Automatic
- Manual

automatic duplexing

Select the Automatic check box in the Features tab of the printer properties dialog box to perform automatic duplexing.

When printing is complete on one side of the paper, the printer performs the following functions:

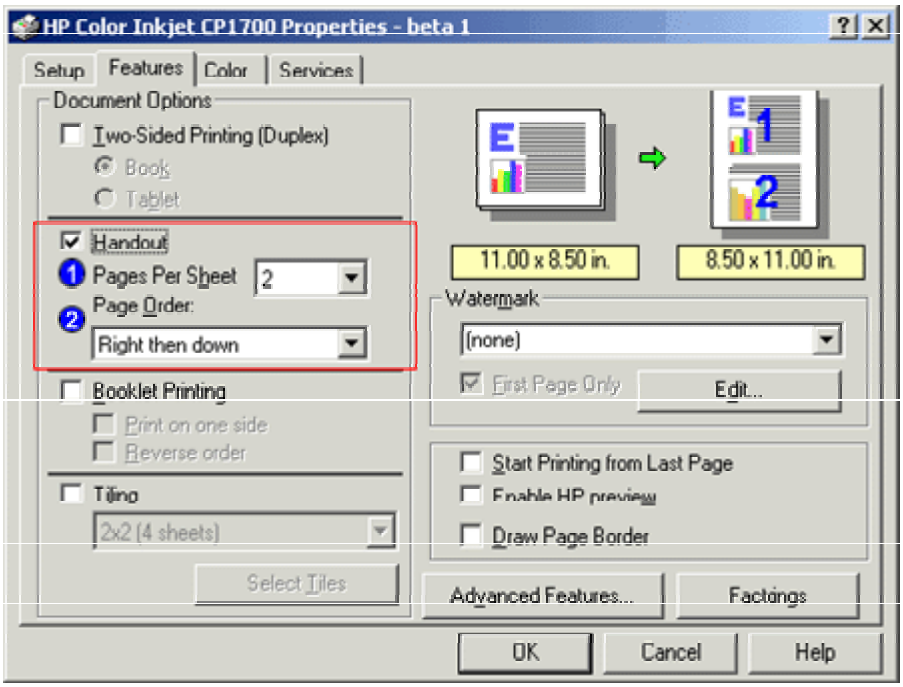
1. Holds the paper.
2. Pauses while the ink dries.
3. Pulls back the paper after the ink dries.
4. Prints the second side of the paper.

When printing on both the sides of the paper is complete, the paper is released to the output tray.

manual duplexing

Deselect the **Automatic** check box in the **Features** tab of the printer driver to perform duplex printing manually.

creating handouts

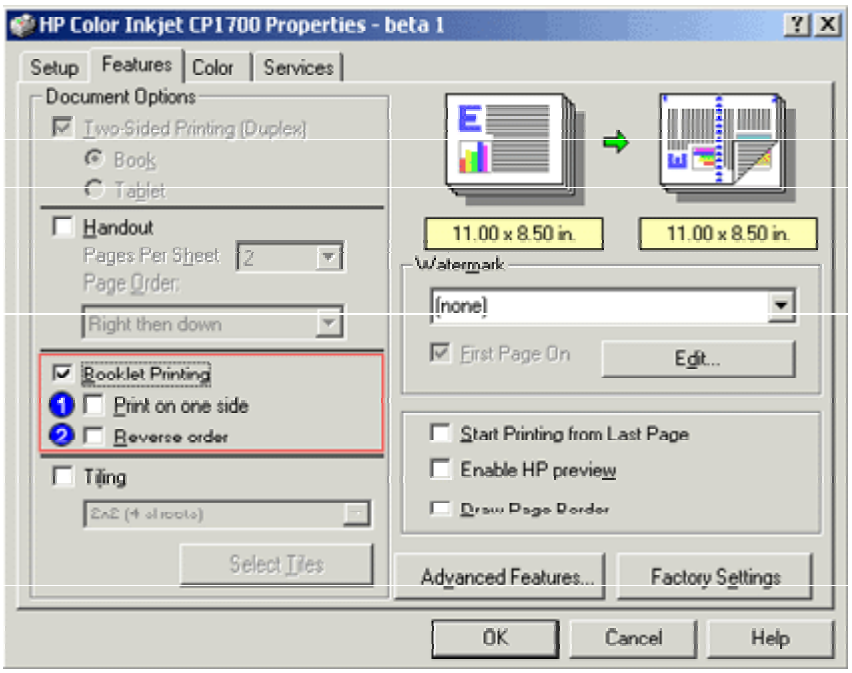


creating handouts

The handout feature enables printing a multiple page document on to a single sheet of paper. Enable the handout feature of the hp color inkjet printer cp1700 series by checking the **Handout** check box in the **Features** tab of the printer driver.

1. **Pages Per Sheet** list box: Enables the user to print a multiple page document in a single sheet of paper. This feature enables printing of upto 16 pages in a single sheet of paper.
2. **Page Order** list box: Enables the user to select the order in which the pages appear on the printed document. Following are the options for page order:
   - Left then down
   - Down then left
   - Right then down
   - Down then right

creating a booklet

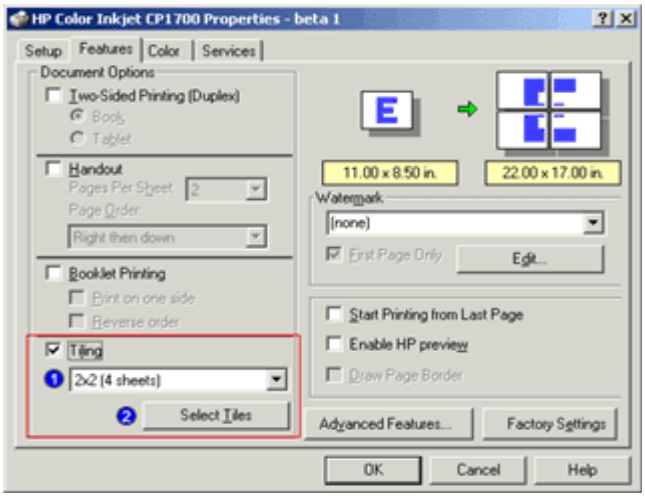


creating a booklet

The Booklet feature takes the page printing sequence of a multi page document and prints two pages in a single sheet of paper. This enables the user to fold the printed output and bound it to form a booklet. Enabling the booklet feature automatically activates two-sided printing. You enable the booklet feature of the hp color inkjet printer cp1700 series by checking the **Booklet Printing** check box in the **Features** tab of the printer driver.

1. **Print on one side** check box: Enables the user to print on a single side of a sheet.
2. **Reverse order** check box: Enables the user to print backwards from the end of the document.

tiling pages

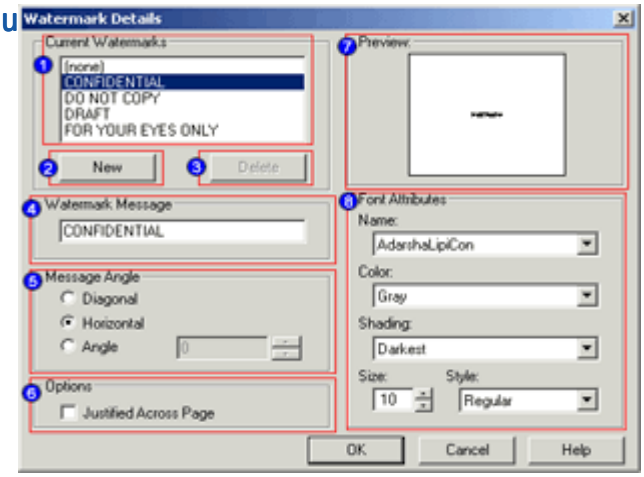


tiling pages

The tiling feature of the hp color inkjet printer cp1700 series enables users to enlarge a page to fit on up to 25 sheets of paper. Access the tiling feature by checking the **Tiling** check box in the **Features** tab of the printer driver

1. **Sheet** list box: You can specify the number of sheets the printable document would span. The number of tiles supported by hp color inkjet printer cp1700 are:
   - 2x2
   - 3x3
   - 4x4
2. **Select Tiles** button: The **Select Tiles** button in the **Features** tab of the printer driver enables the user to specify an individual tile or selection of tiles to print.

creating and u



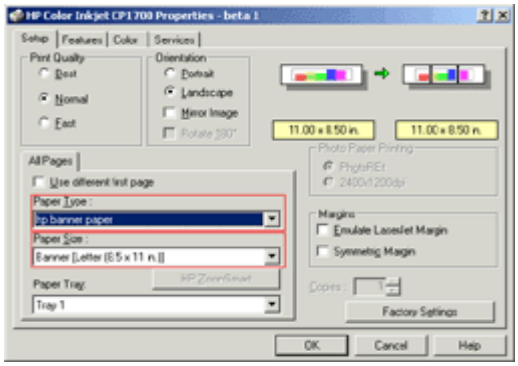
creating and using watermark

Print watermark on a document by using the watermark feature of the hp color inkjet printer cp1700 series. Select the required watermark option from the **Watermark** list box in the **Features** tab of the printer driver. Clicking the **Edit** button in the **Features** tab of the printer driver displays the **Watermark Details** dialog box that contains various options to change the format of the watermark. You can also create a watermark by using the **Watermark Details** dialog box.

The **Watermark Details** dialog box contains the following:

1. **Current Watermarks** list: Enables the user to view and select an available watermark.
2. **New** button: Enables the user to add a new watermark to the list of existing watermarks.
3. **Delete** button: Enables the user to delete an existing watermark.
4. **Watermark Message** text box: Enables the user to specify the text of watermark or modify the text of an existing watermark.
5. **Message Angle** group box: Enables the user to specify angle of the watermark text by selecting the required message angle radio button.
6. **Justified Across Page** check box: Enables the user to specify whether the watermark will appear in a justified alignment across the printed page.
7. **Preview** box: Displays a preview of the watermark.
8. **Font Attributes** group box: Enables the user to specify the font attributes of the selected watermark.

creating banners

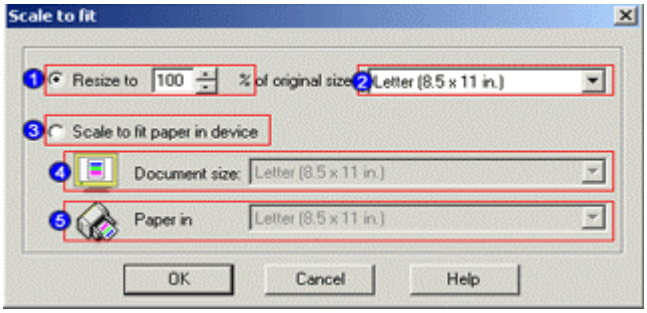


creating banners

Create a banner by using software, such as Corel Print House, Microsoft Publisher, and Broderbund Print Shop. To perform banner printing, first select the hp banner paper list item from the **Paper Type** list box in the **Setup** tab of the printer driver. Next, select the required size of the banner paper from the **Paper Size** list box. Select the banner paper size from the following:

- Banner – Letter [8.5 x 11 inches]
- Banner A4 [210 x 297 mm]
- Banner A3 [297 x 420 mm]
- Banner Tabloid [11 x 17 inches]

enlarging or reducing documents

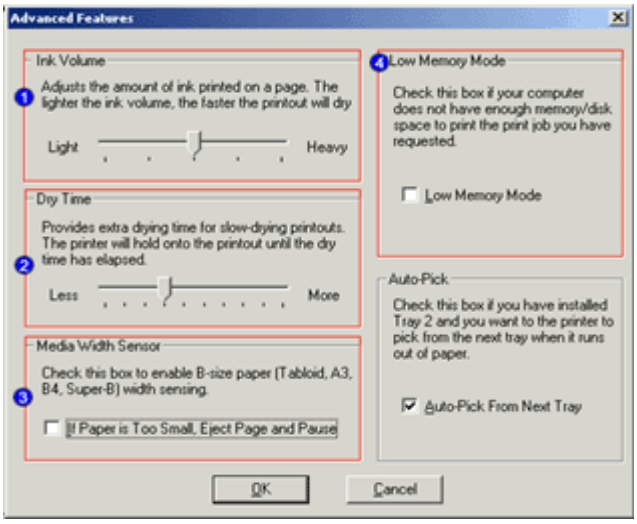


enlarging or reducing documents

Enlarge or reduce document views by using the **ZoomSmart** feature of the hp color inkjet printer cp1700 series. To enable the **ZoomSmart** feature, click the **HP ZoomSmart** button in the printer driver to display the **Scale to fit** dialog box. The **Scale to fit** dialog box has the following:

1. **Resize to % of original size** spin box: Enables the user to specify a scaling percentage.
2. **Paper type** drop-down list box: Enables the user to specify the type of paper, such as Letter, Tabloid, or A4.
3. **Scale to fit paper in device** radio button: Enables the user to specify the ZoomSmart scale factor to fit the document and printer paper sizes.
4. **Document Size** list box: Enables the user to specify the media size that matches the media size of the document to be printed.
5. **Paper in device** list box: Enables the user to specify the media size that is currently present in the media tray of the printer as indicated by your selection.

advanced features


Advanced Features
Ink Volume
Adjusts the amount of ink printed on a page. The lighter the ink volume, the faster the printout will dry
Light
Heavy
Dry Time
Provides extra drying time for slow-drying printouts. The printer will hold onto the printout until the dry time has elapsed.
Less
More
Media Width Sensor
Check this box to enable B-size paper (Tabloid, A3, B4, Super-B) width sensing.
If Paper is Too Small, Eject Page and Pause
Low Memory Mode
Check this box if your computer does not have enough memory/disk space to print the print job you have requested.
Low Memory Mode
Auto-Pick
Check this box if you have installed Tray 2 and you want to the printer to pick from the next tray when it runs out of paper.
Auto-Pick From Next Tray
OK
Cancel

advanced features

Use the advanced features of the hp color inkjet printer cp1700 series driver to set options, such as ink volume and dry time.

The steps to set advanced options are:

1. Select the **File** -> **Print** menu command to display the **Print** dialog box.
2. Click the **Properties** button in the **Print** dialog box to display the printer driver.
3. Click the **Features** tab.
4. Select the required option.

The advanced features of the hp color inkjet printer cp1700 series driver are:

1. **Ink Volume** : The ink volume feature enables the user to adjust the amount of ink printed on a page. Use the **Ink Volume** slider to specify the ink volume of a printed page. The lighter the ink volume, faster the printout dries.
2. **Dry Time** : B-size printouts often smear due to paper shape and take a longer time to dry. The dry time feature enables the user to provide extra drying time for slow-drying printouts. Use the **Dry Time** slider to increase or decrease the drying time. The printer holds the printout until the printout dries.
3. **Media Width Sensor** : The media width sensor feature enables the users to detect whether the paper loaded is wide enough for the print job. Select the If Paper is Too Small, Eject Page and Pause check box to enable automatic ejection of the paper if the paper width is too small.
4. **Low Memory Mode** : When the computer is very low on memory or disk space, it fails to process a print job. The low memory mode feature enables printing even if the computer is very low on memory. Select the Low Memory Mode check box to enable processing of a print job even if the computer is very low on memory.

changing default software settings

changing the default printer settings

The printer driver stores the default print settings for most applications. Change these settings to:

- Print on different sizes and types of paper.
- Use an optional feature.

For example, you need to change the default printer settings to print on both sides of a paper.

Following are the steps to change default print settings:

1. Select the **Start** -> **Settings** -> **Printers** menu command to display the Printers window.
2. Right-click the icon for the printer.
3. From the context menu, select the required menu item, depending on the operating system:
   - Properties for Windows 95 and Windows 98
   - Printing Preferences for Windows 2000
   - Document Defaults for Windows NT 4.0
4. In the dialog box that appears, click the **Setup** tab and select the required print settings.
5. Click the **OK** button to close the **Properties** dialog box and activate the changes.

changing print settings for the current document

You can also change the print settings for the current document from the application in which you create the document.

Following are the steps to change the print settings for the current document:

1. Select the **File** -> **Print** menu command to display the **Print** dialog box.
2. Click the **Properties** button in the **Print** dialog box to display the document properties dialog box. Perform the required changes.
3. Click the **OK** button to close the dialog box and apply the changes.

The printer uses the settings of the application you are using for the current document.

Note *You can also change the print settings from the control panel of the printer. However, the settings in the printer driver and application override the control panel settings.*

troubleshooting usage issues

power light of the printer blinks amber and green, alternately

symptom	cause	solution
Power light of the printer blinks amber and green, alternately	• A nonrecoverable error has occurred. (e.g. a the carriage might be stalled) • The latest version of the firmware is absent or the firmware might have been incorrectly flashed	• Turn off the printer, wait for sometime, and turn on the printer again. • Turn off the printer and then on again. • If the problem persists, it may be a hardware issue or fault

setup issues - 1

printer takes a long time to print

symptom	cause	solution
Printer takes a long time to print	• Incorrect configuration • Inadequate hard disk space in the spool directory • Incorrect configuration of hardware on the PC side • Low ink supply	• Ensure that the computer meets the minimum operating system requirements for the printer. • At least 50 MB of hard disk space should be available in the following cases: o To print on 11 x 17 inch or A3 paper o To print graphics-intensive files • Ensure that the port settings configuration in the computer is set to ECP. • Check the status of the ink cartridges. • Replace any ink cartridges that are low on ink.

setup issues - 2

troubleshooting paper jams

To clear a paper jam, first check the paper input paths. If the jammed paper is visible from one of the input trays or the front manual feed, carefully pull the jammed paper straight up and out of the printer. Select new paper and reload the printer with it.

Note *Ensure that the paper is aligned to the right side of the tray. In addition, verify that the guides are adjusted tightly against the stack of paper and they do not wrinkle or bend the paper.*

clearing paper jam by opening the top cover

1. Remove all paper from the output tray.
2. Open the top cover. The carriage should return to its position on the right of the printer.
3. If the carriage does not return to the right of the printer, turn off the printer before you remove the jammed paper.
4. Remove any wrinkled paper by pulling the paper through the top of the printer.

After clearing the jam:

- Close all covers of the printer.
- Press the **RESUME** button to continue the print job.

Note *The print job continues from the next page. Reprint the pages that were jammed in the printer.*

clearing paper jam in tray 1

symptom	cause	solution
Paper jam in Tray 1	• Skewed paper • Curled paper • Incorrectly stacked paper	1. Pull out Tray 1 from the printer. 2. Locate and remove the jammed paper from Tray 1. 3. Lower the output tray. 4. Replace Tray 1.

clearing paper jam in tray 1

clearing paper jam in tray 2

symptom	cause	solution

Paper jam in Tray 2	• Skewed paper
	• Curled paper
	• Incorrectly stacked paper
		1. Pull out Tray 2 from the printer.
		2. Locate and remove the jammed paper from Tray 2.
		3. If you cannot locate the jammed paper, turn off the printer and remove the power cord.
		  1. Lift the printer off Tray 2.
		  2. Remove the jammed paper from the bottom of the printer.
		  3. Place the printer back on top of Tray 2.

clearing paper jam in tray 2

clearing paper jam in rear access panel

symptom	cause	solution
Paper jam in the rear access panel	• Paper is too thick • Usage of unsupported media	1. Push the buttons on either side of the rear access panel. 2. Pull the panel out of the printer. 3. Remove the jammed paper by pulling it out with both hands. 4. Place the rear access panel back in the printer.

clearing paper jam in rear access panel

print quality troubleshooting

poor print quality

symptom	cause	solution

Poor print quality	• Printer needs cleaning
	• Ink supplies issues
		• Check the printheads and ink cartridges
		  o Check and replace clogged or worn printheads.
		  o Check and replace low or empty ink cartridges.
		• Check the paper quality
		  o Ensure that the paper you are using is not too moist or too rough.
		• Check the inside of the printer
		  o Clean the inside of the printer with a lint-free cloth.

poor print quality

meaningless characters printed

symptom	cause	solution

Meaningless characters printed	• Incorrect connectivity
	• Incorrect document settings
		• Check the cable connection
		  o Ensure that the cable connection at both the ends is proper and the cable is securely fastened.
		• Check the document file
		  o Check whether the printable document is damaged.
		  o Print the document by using a backup copy.

meaningless characters printed

Module 4

support

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flashing firmware / upgrades

To flash the printer with the latest firmware flash code, perform the following steps:

1. Download the latest firmware flash code.
2. Set the printer in manufacturing mode by holding down the RESUME button and hitting the POWER button.
3. Initiate the DOS prompt.
4. At the MS-DOS prompt enter the command copy /b "<filename> lpt1.
5. To check the firmware flash code version sent, print the 4-button self-test page.

flashing firmware / upgrades

Product will ship with FLASH-ROM

- Flash accomplished through Parallel Port
- Can flash be done through USB?

Switch to Mask–ROM : approx FCS +6

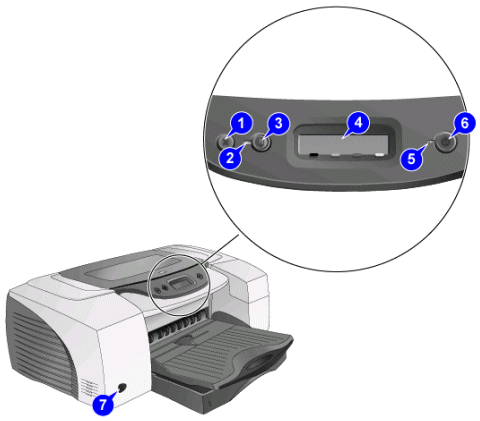
Current – Firmware flash instructions :

- Set the printer in reflash mode
- Power down
- Power up while depressing the RESUME key
- Open the DOS prompt
- Execute:
- Copy /b <firmwarefilename> lpt1

Note *Firmware flash utility to be released by FCS, watch the division web pages for updates*

To flash a printer with the latest firmware flash code, perform the following steps:

1. 1.Download the latest firmware flash code
2. 2.Set the printer in manufacturing mode by holding down the RESUME button and hitting the POWER button.
3. 3.Initiate the DOS prompt.
4. 4.At the MS-DOS prompt enter the command copy /b "<filename> lpt1
5. 5.To check the firmware flash code version sent, print the 4-button self-test page.



controls

The front panel serves two primary purposes. It notifies the users on printer operations (eg. printing, ready), requirement of user intervention (eg. out of paper, replace printhead) and component status (eg. ink level status, print head health). Second, the front panel will be used to drive second-order functions such as printing test pages, pen cleaning and alignment. This is achieved through some unique key press sequences.
However, it will not be used to configure low-level information set in NVRAM or on LIO cards. Low-level configurations of the IO cards will be provided by host software or its equivalent, through the driver or through a combination of driver/firmware.
The printer front panel has a LCD display, two LEDs and three key buttons, which are the POWER, RESUME and CANCEL buttons.

key	function
POWER	It is a momentary pushbutton that is used to control the printer power. This is a "Hard On, Soft Off" switch, which has direct control of the power supply when the printer is off. However, it acts as an input logic to the firmware when the power is on. It is used to initiate a power down sequence instead of cutting of the power directly.
RESUME	This momentary pushbutton is context sensitive. Depending on the state of the printer, pressing the RESUME button has different effect on the printer. If a media related condition, such as out of paper, has occurred, pressing this button will cause the printer to resume its print operation. Together with the POWER button, it can be used to invoke an internal page or printhead related functions.
CANCEL	A momentary pushbutton used to cancel current print job. After the user presses the cancel button, the printer will eject the current page; clears the buffer, and prepare for a new print job.

controls

LCD messages

messages that do not require action

message	explanation
INITIALIZING	The printer is starting up.
READY	The printer is idling.
PROCESSING JOB	The printer is busy printing.
CANCELLING JOB	The printer is canceling the current print job.
ATTENTION	User interaction is required.
POWERING OFF	The printer is switching off.

details of messages that do not require action

messages that require action

message	explanation	recommended action
PAPER JAM,OPEN COVER AND CLEAR PAPER PRESS RESUME TO CONTINUE	Paper is jammed in the printer.	• Clear the jammed paper. For more information, see "Print media is jammed."
[COLOR] INK CARTRIDGE EMPTY	The cartridge is out of ink and the printer will not print until the cartridge is replaced.	• Remove the ink cartridge and install a new cartridge.
REPLACE [COLOR] INK CARTRIDGE	The printer detects a faulty ink cartridge.	• Reinstall the faulty ink cartridge and try to print. • If the error persists, replace the cartridge.
[COLOR] INK CARTRIDGE MISSING	The printer cannot detect the ink cartridge because it is missing, improperly installed, or defective.	• Open the ink cartridge door and check for a missing, incompatible, or improperly installed cartridge. • Reinstall or replace the cartridge as appropriate. • If the error persists, contact HP customer support.
[COLOR] INK IS LOW	The specified ink cartridge is running low on ink.	• If the print quality is insufficient, replace the ink cartridge.
[COLOR] INK CARTRIDGE EXPIRED	The expiration date for the specified ink cartridge has passed.	• Replace the ink cartridge.

REPLACE [COLOR] PRINTHEAD	The printer detects a faulty ink printhead.	• Remove the printhead, ensure the protective film has been removed from the printhead, and then reinstall it and try to print. • If the error persists, remove the printhead and use a dry, lint-free, soft cloth to gently clean any ink off the contact pads, and then reinstall it and try to print. • If the error persists, replace the printhead.
[COLOR] PRINTHEAD MISSING	The printer cannot detect the ink printhead because it is missing, improperly installed, or defective.	• Open the printhead cover and check for a missing, incompatible, or improperly installed printhead. • Reinstall or replace the printhead as appropriate. • If the error persists, contact HP customer support.
BAD INK CARTRIDGE OR PRINTHEAD	The printer detects a faulty ink cartridge or printhead.	• Follow the instructions in the printer message.
INCOMPATIBLE [COLOR] PRINTHEAD	The printhead is not compatible with the printer.	• Replace it with the correct printhead.
LOAD [MEDIA TYPE] in [TRAY] PRESS RESUME TO CONTINUE	Printer requires media of a specific type and size to be loaded in specified paper tray.	• Follow the instructions in the printer message.
LOAD [MEDIA SIZE] MEDIA IN [TRAY] PRESS RESUME TO CONTINUE	For a print job that automatically selects the media type, the printer requires media of the specified size to be loaded into the specified paper tray.	• Follow the instructions in the printer message.

PRINTED PAGE IS DRYING... PRESS RESUME TO CONTINUE	Printer has paused printing to let the current page dry	• Wait for the printer to automatically resume printing after the drying period. • If you want the printer to resume printing immediately, hold the current page and press the RESUME button. • When the printer releases the current page, remove it from the output tray and place it elsewhere to dry. • This prevents the printed pages from smudging each other.
CLOSE ALL COVERS	One or more covers on the printer are open.	• Close any open covers.
REAR MANUAL FEED NOT AVAILABLE...JOB CANCELLED	Check to see if the auto-duplex unit is installed.	• If the auto-duplex unit is installed, you must remove it and reinstall the rear access panel to print from the rear manual feed. • If the rear access panel is installed, check to make sure it is installed correctly in the printer.
TRAY 2 NOT AVAILABLE PRESS RESUME OR CANCEL	Tray 2 is an optional accessory. If you have not purchased Tray 2, you cannot print from it.	• If you have purchased Tray 2, make sure it is installed correctly in the printer. • Otherwise, press the RESUME button to continue the job using Tray 1, or press the CANCEL button to cancel the job.

AUTO-DUPLEX UNIT NOT AVAILABLE PRESS RESUME OR CANCEL	The auto-duplex unit is an optional accessory. If you have not purchased the auto-duplex unit, you cannot print an auto-duplex job.	• If you have purchased the auto-duplex unit, make sure it is installed correctly in the printer. • Otherwise, press the RESUME button to continue the job using single-sided printing, or press the CANCEL button to cancel the job.
REINSERT [number] PAGES INTO [TRAY]	This message is for manual duplexing. Indicates that printing on the first side of the media is complete.	• Take the printed stack of paper from the output tray and put it back into the specified tray.
PRINTHEAD ACCESS LATCH OPEN	The printhead access latch is open.	• Open the printhead cover, close the printhead access latch, and then close the printhead cover. • You will have to use some force to close the printhead access latch. • If the printhead access latch will not close, ensure that the printheads are seated properly by pushing down firmly on each printhead.
REAR ACCESS PANEL OPEN	The rear access panel is not installed correctly or at all in the printer.	• Make sure the rear access panel is inserted correctly and completely into the printer.
LANGUAGE= [LANGUAGE]	Displays the language in which the LCD shows messages.	• For information about changing the display language, see "Setting the LCD language."

details of messages that require action

key driver improvements

- Auto-duplexing
- Normal mode printing in 600dpi
- Printing with black ink only
- Windows 2000 user mode driver
- Hagaki support
- Emulate LaserJet Margins
- Symmetrical Margins

ADI driver

installing a driver on a network

If an AutoCAD driver is installed on a network, the process is basically the same as installation on a workstation. It is in two parts:

- Installation on the server.
- Configuration and operation on each client.

installation on the server

The following table lists the AutoCAD releases that can be used with different operating systems.

Operating System	AutoCAD release
Windows 9x and Windows NT	13 and 14

AutoCAD release and OS

driver/SKU matrix

PCL3

driver	printer	features
PCL3	• hp color inkjet printer cp1700 • hp color inkjet printer cp1700d • hp color inkjet printer cp1700 ps	• Object-based language • Use to print from DOS as no DOS driver is available

PCL3 features

PostScript

driver	printer	features
Postscript	hp color inkjet printer cp1700 ps	• PostScript language • Designed for compatibility with PostScript level 3 needs • Printer automatically switches between PS and PCL printer languages • Used to print from Macintosh computers

PostScript features

ADI driver

driver	printer	features
ADI driver	• hp color inkjet printer cp1700 • hp color inkjet printer cp1700d • hp color inkjet printer cp1700 ps	• Provides AutoCAD support for graphic designer segment • Host based Postscript software RIP. Adobe Postscript 3 compliant.

ADI driver features

IR Print

driver	printer	features
IR Print	• hp color inkjet printer cp1700 • hp color inkjet printer cp1700d • hp color inkjet printer cp1700 ps	• Improved print quality while printing from external devices • IrPrint enables printing from Palm OS

IR Print features

Print Creator

driver	printer	features
Print Creator	• hp color inkjet printer cp1700 • hp color inkjet printer cp1700d • hp color inkjet printer cp1700 ps	Print Creator is used to print photos and graphics

Print Creator features

windows XP statement

- The Unidriver PCL 3 driver will be available as part of the Windows Update by December 2001

driver features

software drivers available with the hp color inkjet printer cp1700

- Postscript
- The Postscript software provides an affordable postscript solution for low-end graphic professionals. The RIP software allows customers to print PostScript files. The target customer for the postscript SKU is the graphic artist in small studio who needs a color printer to print comps. OS Support: Windows and Mac
- CAD drivers
- The CAD driver provides AutoCAD support for low-end technical graphics users. The CAD driver is available in English, French, Spanish, German, Italian, Simplified Chinese, Traditional Chinese, Japanese, and Korean.
- Print creator
- The Print Creator software increases ink and paper usage. Use the software to view and edit images and photos. Localized languages: English, Japanese, French, Italian, Spanish and German

features of the software driver for each OS

feature	Windows 9X/Me/NT/2000	Mac OS 8 and 9
Installer	Yes	Yes
Uninstaller	Yes	Yes
Print Quality	Yes	Yes
Orientation	Yes	Yes
Margins	Yes	Yes
User-defined paper size	Yes	Yes
Start printing from the last page	Yes	Yes
Copies (*1 to 999)	Yes	Yes
Device Settings, Windows Printer Publishing service	Yes	No
Print Preview	Yes	Yes
Manual/Auto-duplex	Yes	Yes
Extra dry time	Yes	Yes
Save settings	No	Yes
Help	Yes	No
Toolbox (using SDIO for Windows, DeskJet Utility for Mac)	Yes	Yes

features and OS

smart features for each OS

feature	Windows 9X/Me/NT/2000	Mac OS 8 and 9
Different first paper type	Yes	Yes
Photo Paper Printing	Yes	Yes
Concept preview	Yes	Yes
Banner Printing	Yes	Yes

Scale to Fit (ZoomSmart)	Yes	Yes
Color Options Automatic Image Enhancement (*on)	Yes	Yes
Two-sided printing	Yes	Yes
Multiple pages per Sheet	Yes	Yes
Booklet Printing	Yes	Yes
Poster printing	Yes	Yes
Optimized for Fax mode	Yes	Yes
Sepia	No	Yes
Media type sensing	Yes	Yes
Media width sensing	Yes	Yes

features and OS

troubleshooting process

check the printer setup

- Plug in and power on the printer.
- Check that the network cable is connected. Check that the USB or parallel cable between the printer and the computer or the HP JetDirect print server is connected securely and functioning properly.
- Ensure the printheads and ink cartridges are properly installed.
- Check the LCD control panel for an error message.
- Check that too many programs are not open when trying to perform a task. Close programs that are not in use, or restart the computer before attempting the task again.

check the computer

- Make sure the network is accessible from the computer.
- Ensure the driver settings are properly configured.
- Check the driver version. Visit the HP Web site to download the latest drivers. If the printer prints a nonsense version of the document, updating the driver might solve the problem.

print a demo/duplex demo page

- If the demo page is printed, the printer is working.

print a demo page through the driver

- If the demo page is successfully through the driver, the OS to printer connectivity is working.

check the self diagnostic page

- With a self-diagnostic page, all configuration information regarding the printer in the current state, such as the health of the printheads and the ink cartridge usage is available.

diagnostic tests

introduction

This document explains how to perform built-in internal tests for hp color inkjet printer cp1700 series. The internal tests include:

- Printing a demo page
- Printing a caliberation test page
- Printing a diagnostics test page
- Printing a test page for the two-sided printing module.
- Printing a Skew Measurement test page.

Use internal tests to verify that the printer's internal firmware is functioning properly. It will not verify that the computer and printer connection is working properly. On the basis of the output of the test, the internal tests can be classified as:

- Output - LCD Panel
- Output - printout
- No Output

Use the following instructions to print the test pages for the hp color inkjet printer cp1700 series:

Instructions

Before beginning the internal tests:

- Be certain that the printer is not connected to the computer.
- Make sure that the printer's power light is on solid and that no other lights are active.

Output - LCD Panel

firmware revision

To test the firmware revision:

1. Turn on the printer.
2. Press and hold down the **POWER** button.
3. While holding down the **POWER** button, press the RESUME button on the LCD panel five times.
4. Release the **POWER** button.

The firmware revision number of the hp color inkjet printer cp1700 series is displayed on the LCD panel.

most recent error code

To identify the latest error code:

1. Press the **RESUME** button six times.

The latest error code is available on the LCD panel.

printhead health

The steps to display the printhead health information are:

1. Turn on the printer.
2. Press and hold down the **POWER** button.
3. While holding down the **POWER** button, press the **CANCEL** button thrice and the **RESUME** button thrice.
4. Release the **POWER** button.

The health of printheads is displayed in the KCMY sequence.

pages picked: tray 1

The steps to identify the number of pages picked in tray 1 are:

1. Press the **CANCEL** button four times.
2. Press the **RESUME** button three times.

The total numbers of pages picked from tray 1 is displayed in the LCD panel.

pages picked : tray 2

The steps to identify the number of pages picked in tray 2 are:

1. Press the **CANCEL** button four times.
2. Press the **RESUME** button four times.

The total number of pages picked from tray 2 is displayed in the LCD panel.

serial number

The steps to identify the serial number of the printer are:

1. Turn on the printer.
2. Press and hold down the **POWER** button.
3. While holding down the POWER button, press the **CANCEL** button four times and the **RESUME** button five times.
4. Release the **POWER** button.

The serial number of the printer is displayed in the LCD panel.

Output - printout

demo page

Print a demo page to perform the following activities:

- Check the printer setup.
- Check the printer hardware configuration.

It is possible to print a demo page without connecting the printer to the computer. The demo page does not ensure that the computer and printer are properly connected.

The steps to print a demo page are:

1. Turn on the printer.
2. Press and hold down the **POWER** button.
3. Hold the **RESUME** button for three seconds.
4. Release the **POWER** button to print the demo page.

garden brilliance
hp color inkjet printer cp1700
high quality, wide-format printer
designed for small business
beautiful quality, quick
Achieve realistic photo quality with HP PhotoREt III at
16ppm black and 14.5ppm color. Why wait?
lower cost-per-page
Individual color ink cartridges give you lower cost-per-page and
low intervention rates. Save more.
wide-format and paper versatility
Print up to 13"x19"/A3+ on plain and photo paper,
transparencies and card stock. You decide.
invent

demo page

double-sided demo page

Print a double-sided demo page to check whether the printer is working with the auto-duplex unit.

Note *To print a double-sided demo page, a power supply connection is required.*

Print a double-sided demo page by using the **CANCEL** button and the **RESUME** button on the LCD control panel.

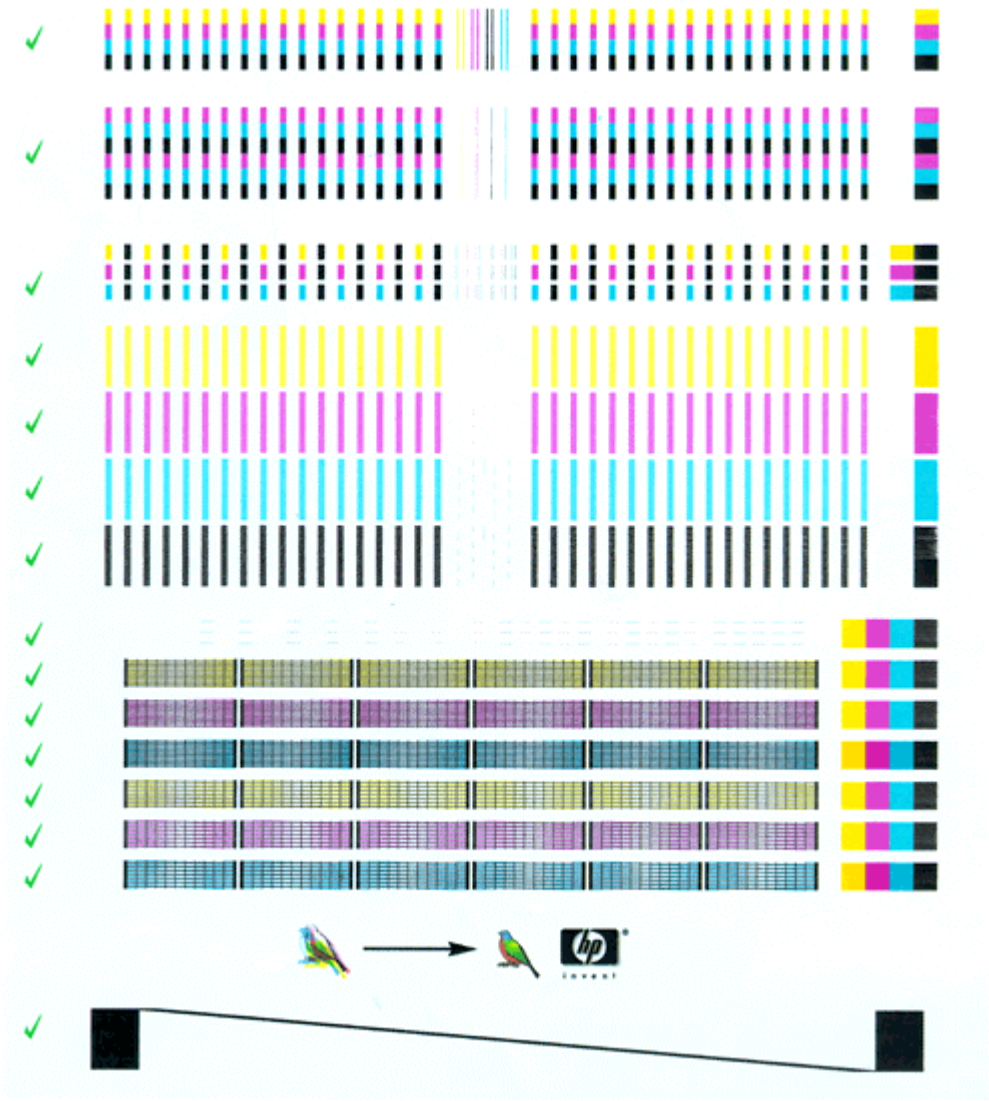
The steps to print a double-sided demo page are:

1. Turn on the printer.
2. Press and hold down the **POWER** button.
3. Press the **CANCEL** button three times.
4. Press the **RESUME** button once.
5. Release the **POWER** button to print a double-sided demo page.

align printheads

The steps to align printheads by using the LCD panel are:

1. Press and hold down the **POWER** button.
2. While holding down the **POWER** button, press the **RESUME** button on the LCD panel thrice.



pen calibration test

After the alignment process is over, the printer prints an alignment page.

list of available tests

A self-test page verifies if the:

- Printer is connected to the computer properly.
- Printer and printer software are functioning properly.

To obtain a list of available tests:

1. Press the **RESUME** button four times.

```
hp color inkjet cp1700

Serial Number: SG16C1302XXX
Service ID: 11167
FW Revision: UMR1002A
Total Engine Page Count: 1946
PCL Default Symbol Set: 341
Mfg D-2:  000000000000
T val: 25
Error Code: 90020003


DEMO                 = 1    Demo Page
CALIBRATION_PAGE     = 3    Pen Calibration
SELFTEST             = 4    This Report
REV_CODE             = 5    Firmware Revision
LAST_ERR             = 6    Most Recent Error Code
LINUS                = 7    Linus Pattern
INFINITE_HS          = 8    Continuous H Pattern
LINUS4X6             = 9    4 X 6 Linus Pattern
TECH MARKETING       = 10   Self Test Diagnostic Page
PAPER_CAL_PAGE       = 11   Paper Cal Data Tables
TECHY_SELFTEST       = 12   NVRAM Contents Plus Constants
COLOR_HS             = 13   Continuous Color H Pattern
NORMAL_PAPER_CAL     = 14   Schedule a paper cal
TECH MARKETING       = 15   Technical Diagnostic Page
SPIT_N_WIPE          = 20   Pen Recovery Level 1
CLEAN_PENS           = 21   Pen Recovery Level 2
SUPER_CLEAN          = 22   Pen Recovery Level 3
UNCAP_SS             = 23   Uncap the pens and pause pen servicing
CAP_SS               = 24   Cap the pens and resume pen servicing
AIR_PURGE_STARTUP    = 25   Purge the Tube
AIR_PURGE_DISABLE    = 28   Disable IDS air purging until power cycle
DUPLEX_DEMO          = 31   Demo page with two sides
PEN_HEALTH           = 33   Show pen health in KCMY sequence
MTF_POV              = 34   SPOT optic part measurements
DOT_COUNT            = 41   Pen Dot Counter Data
MAIN TRAY PAGE CNT   = 43   Counter for page picked from main tray
2ND TRAY PAGE CNT    = 44   Counter for page picked from 2nd tray
SERIAL NUMBER        = 45   Display serial number
PICK MAIN            = 46   Continuous pick paper from main tray w/cleanout
PICK 2ND             = 47   Continuous pick paper from 2nd tray w/cleanout
PICK MAIN DUPLEX     = 48   Continuous pick paper from main tray w/duplexer
PICK 2ND DUPLEX      = 49   Continuous pick paper from 2nd tray w/duplexer
NO_MECH_ON           = 58   Set Data Store NO_MECH to TRUE
NO_MECH_OFF          = 59   Set Data Store NO_MECH to FALSE
SKEW_E_A_1           = 67   Skew Dots for Econofast A size main tray
SKEW_E_A_2           = 68   Skew Dots for Econofast A size 2nd tray
SKEW_E_B_1           = 69   Skew Dots for Econofast B size main tray
SKEW_E_B_2           = 70   Skew Dots for Econofast B size 2nd tray
SKEW_N_A_1           = 71   Skew Dots for Normal A size main tray
SKEW_N_A_2           = 72   Skew Dots for Normal A size 2nd tray
NOZZLE_PATTERN       = 84   Print the Pen Nozzle Pattern
LIOTEST              = 88   Execute LIO Test(no page printed)
EDD_DIAGNOSTIC       = 92   EDD diagnostic page
```

list of available tests

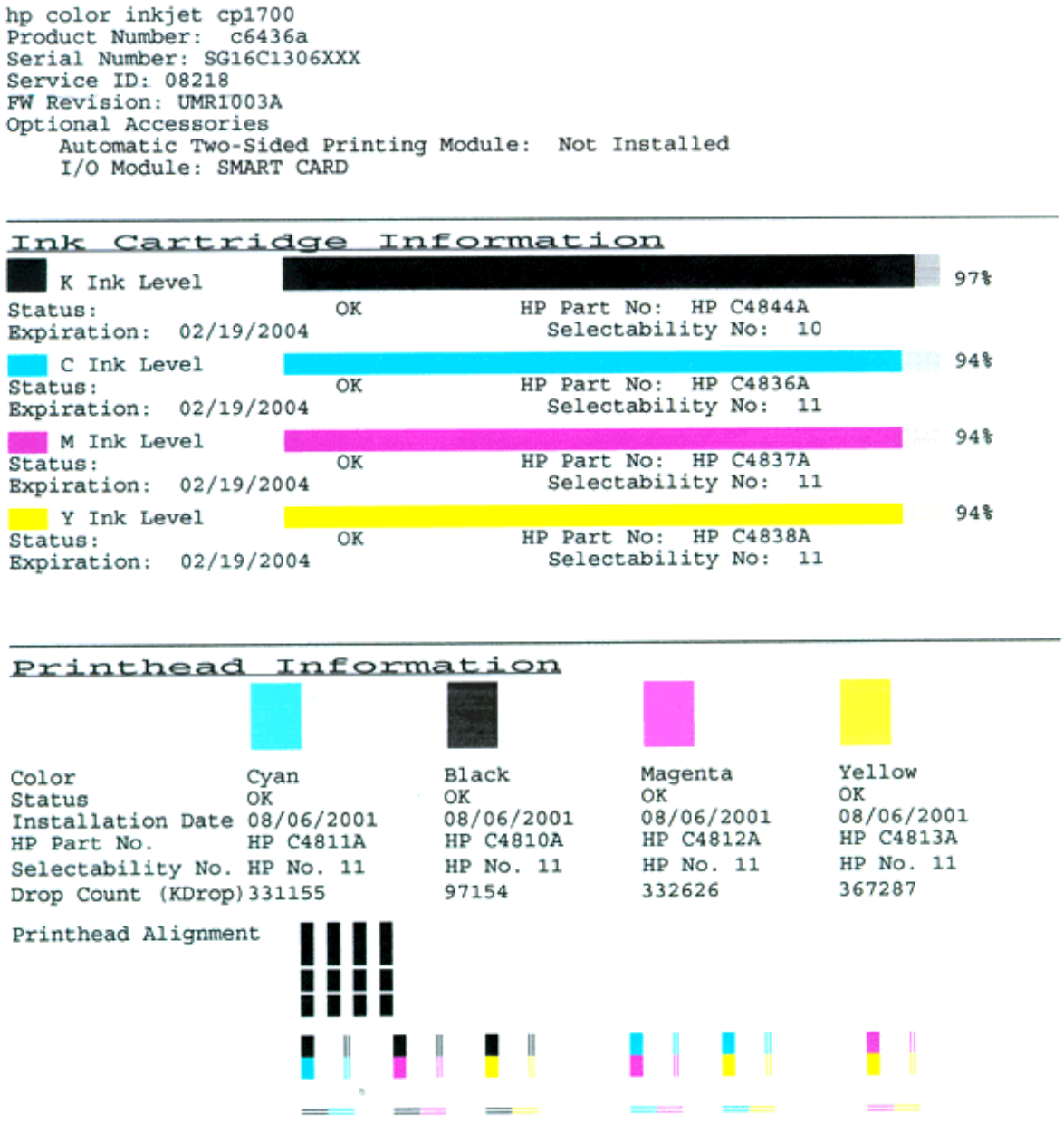
self diagnostic page

Information displayed on the Diagnostic page:

- Printer information: Firmware version number, Model, and Service ID
- Printhead information: Technical information on printhead performance
- Technical information: Technical information on printheads and ink cartridges

The steps to print a Diagnostic page are:

1. Press and hold down the **POWER** button.
2. While holding down the **POWER** button, press the **CANCEL** button once.



self-diagnostic page

paper path calibration data

The steps to print the paper data are:

1. Press the **CANCEL** button once.
2. Press the **RESUME** button once.

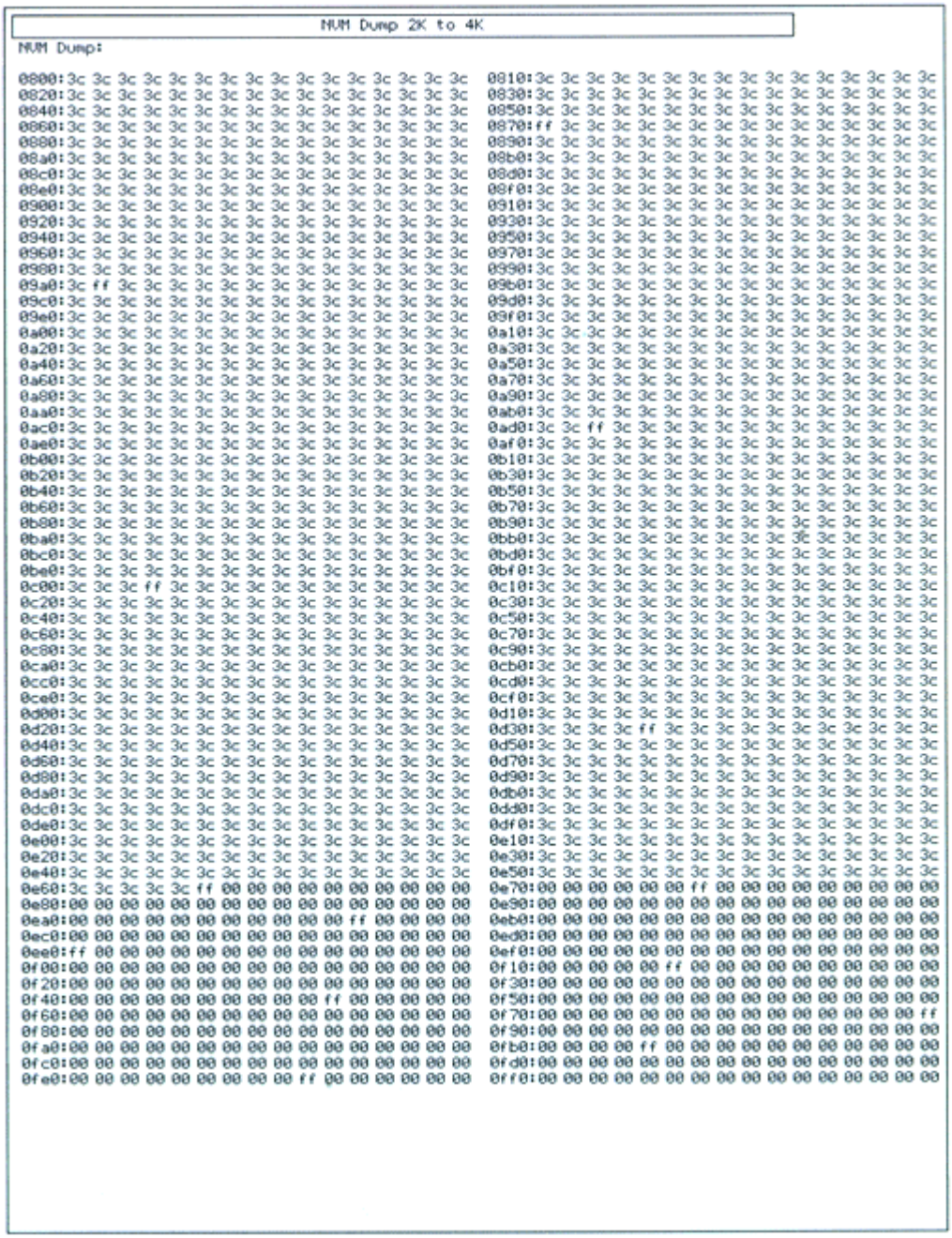
The paper path data is displayed in a printout.

NVRAM contents

The steps to print the NVRAM contents are:

1. Press the **CANCEL** button once.

2. Press the **RESUME** button twice.



NVRAM contents

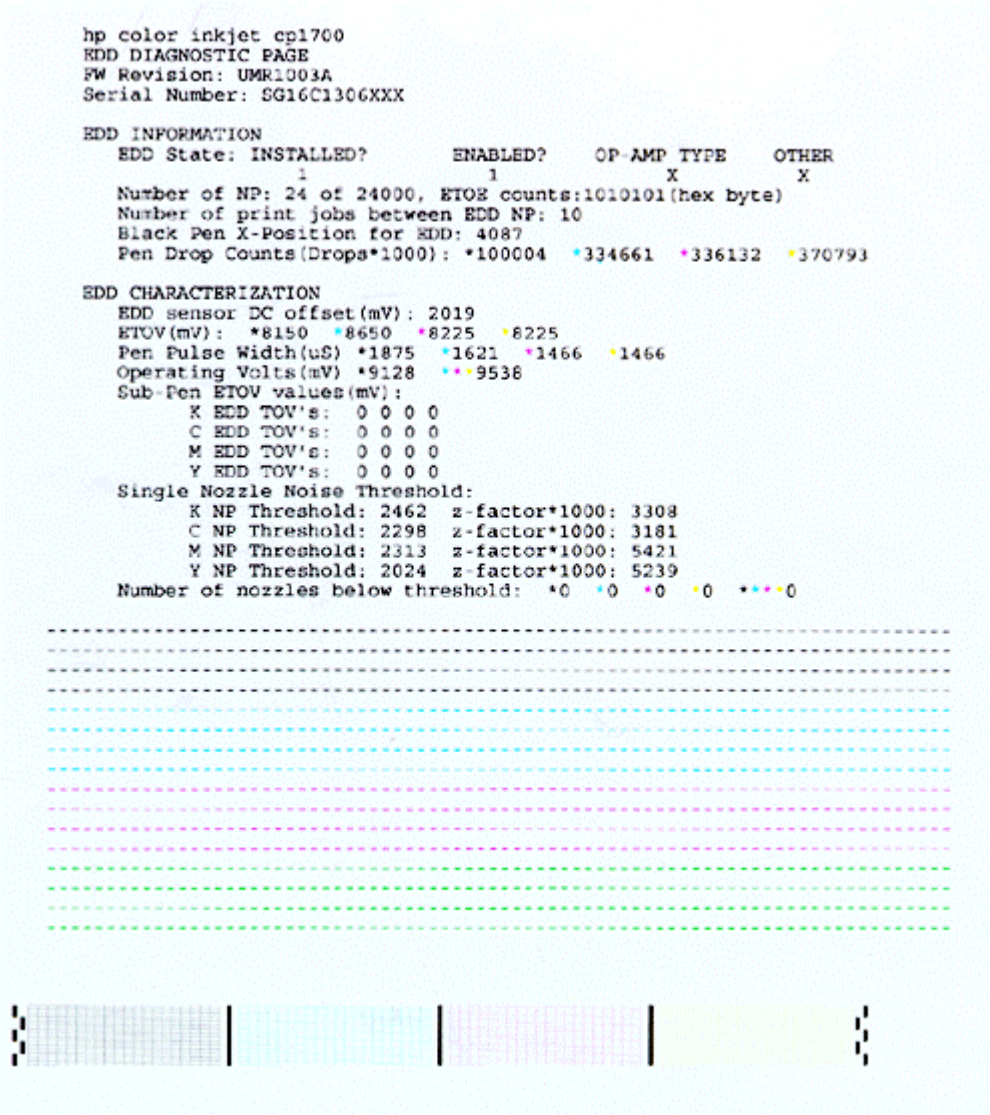
The contents of the NVRAM are displayed in a printout.

technical diagnostic page

The steps to print a technical diagnostic page are:

1. Press the **CANCEL** button once.
2. Press the **RESUME** button five times.

The technical diagnostic page is printed. It contains advanced configuration information for use of CCC and service center users.


hp color inkjet cp1700
EDD DIAGNOSTIC PAGE
FW Revision: UMR1003A
Serial Number: SG16C1306XXX
EDD INFORMATION
EDD State: INSTALLED? ENABLED? OP-AMP TYPE OTHER
1 1 X X
Number of NP: 24 of 24000, ETOS counts:1010101(hex byte)
Number of print jobs between EDD NP: 10
Black Pen X-Position for EDD: 4087
Pen Drop Counts(Drops*1000): *100004 *334661 *336132 *370793
EDD CHARACTERIZATION
EDD sensor DC offset(mV): 2019
ETOV(mV): *8150 *8650 *8225 *8225
Pen Pulse Width(uS) *1875 *1621 *1466 *1466
Operating Volts(mV) *9128 ***9538
Sub-Pen ETOV values(mV):
K EDD TOV's: 0 0 0 0
C EDD TOV's: 0 0 0 0
M EDD TOV's: 0 0 0 0
Y EDD TOV's: 0 0 0 0
Single Nozzle Noise Threshold:
K NP Threshold: 2462 z-factor*1000: 3308
C NP Threshold: 2298 z-factor*1000: 3181
M NP Threshold: 2313 z-factor*1000: 5421
Y NP Threshold: 2024 z-factor*1000: 5239
Number of nozzles below threshold: *0 *0 *0 *0 ****0

technical diagnostic page

spot sensor check

The spot sensor check is useful to service Center and test the accuracy of the spot sensor. The steps to test the spot sensor are:

1. Press the **CANCEL** button thrice.
2. Press the **RESUME** button four times.

skew test - econofast mode - A size - tray 1

Use the skew test to test for paper tray with the specified location, paper size, and print mode. The steps to perform the skew test are:

1. Press the **CANCEL** button six times.
2. Press the RESUME button seven times.

skew test - econofast mode - A size - tray 2

Use the skew test to test for paper tray with the specified location, paper size, and print mode. The steps to perform the skew test are:

1. Press the **CANCEL** button six times.
2. Press the **RESUME** button eight times.

skew test - econofast mode - B size - tray 1

Use the skew test to test for paper tray with the specified location, paper size, and print mode. The steps to perform the skew test are:

1. Press the **CANCEL** button six times.
2. Press the **RESUME** button nine times.

skew test - econofast mode - B size - tray 2

Use the skew test to test for paper tray with the specified location, paper size, and print mode. The steps to perform the skew test are:

1. Press the **CANCEL** button seven times.

skew test - normal mode - A size - tray 1

Use the skew test to test for paper tray with the specified location, paper size, and print mode. The steps to perform the skew test are:

1. Press the **CANCEL** button seven times.
2. Press the **RESUME** button once.

skew test - normal mode - A size - tray 2

Use the skew test to test for paper tray with the specified location, paper size, and print mode. The steps to perform the skew test are:

1. Press the **CANCEL** button seven times.
2. Press the **RESUME** button twice.

nozzle pattern

Print the pen nozzle pattern to test the printhead health and check for blocked printhead nozzles. The steps to print the nozzle pattern are:

1. Turn on the printer.
2. Press and hold down the **POWER** button.
3. While holding down the **POWER** button, press the **CANCEL** button eight times and the **RESUME** button four times.
4. Release the **POWER** button.

EDD diagnostic information

The electronic drop detect test tests whether the pens are spitting satisfactorily. The steps to obtain EDD diagnostic information are:

1. Press the **CANCEL** button nine times.
2. Press the **RESUME** button twice.

tests with no output

continuous H pattern

Use the continuous H pattern to stress test the printer. The printer picks paper continuously and prints a page each of the letter H. To print the continuous H pattern:

1. Press the **RESUME** button eight times.

continuous color H pattern

Use the continuous color H pattern to stress test the printer. The printer picks paper continuously and prints a page each of the letter H. The steps to print the continuous color H pattern are:

1. Press the **CANCEL** button once.
2. Press the **RESUME** button three times.

pen recovery level 1

The steps to perform level-one cleaning of the printheads are:

1. Press and hold down the **POWER** button.
2. Press the **CANCEL** button two times while holding down the **POWER** button.
3. Release the **POWER** button.

pen recovery level 2

The steps to perform level-two cleaning of the printheads are:

1. Press and hold down the **POWER** button.
2. Press the **CANCEL** button two times and the **RESUME** button once while holding down the **POWER** button.
3. Release the **POWER** button.

pen recovery level 3

The steps to perform level-three cleaning of the printheads are:

1. Press and hold down the **POWER** button.
2. Press the **CANCEL** button two times and the **RESUME** button twice while holding down the **POWER** button.
3. Release the **POWER** button.

purge RIDS tubes

The steps to purge air from tubes are:

1. Press the **CANCEL** button twice.
2. Press the **RESUME** button five times.

disable purge RIDS

The steps to disable RIDS air purging until power cycle are:

1. Press the **CANCEL** button twice.
2. Press the **RESUME** button eight times.

continuous pick: main

To diagnose the causes for paper handling problems, such as paper jams, perform the continuous paper pick test. The steps to perform the continuous paper pick test from tray 1 are:

1. Press the **CANCEL** button four times.
2. Press the **RESUME** button six times.

continuous pick: 2nd

To diagnose the causes for paper handling problems, such as paper jams, perform the continuous paper pick test. The steps to perform the continuous paper pick test from tray 2 are:

1. Press the **CANCEL** button four times.
2. Press the **RESUME** button seven times.

continuous pick: main duplex

To diagnose the causes for paper handling problems, such as paper jams, perform the continuous paper pick test. The steps to perform the continuous paper pick test from tray 1 with the auto-duplex unit installed are:

1. Press the **CANCEL** button four times.
2. Press the **RESUME** button eight times.

continuous pick: 2nd duplex

To diagnose the causes for paper handling problems, such as paper jams, perform the continuous paper pick test. The steps to perform the continuous paper pick test from tray 2 with the auto-duplex unit installed are:

1. Press the **CANCEL** button four times.
2. Press the **RESUME** button nine times.

symptom	cause	solution
Unexpected printer shutdown	• No power supply	1. Ensure that the power cord is connected firmly to the printer and a working outlet. 2. Check if power cord is defective. 3. Ensure that the printer is turned on and the color of the POWER light on the LCD panel of the printer is green. 4. Restart the printer.
	• Printer overheated	1. Check the printer vents. 2. Ensure that the vents are not covered and the printer is in a cool, dry location.

printer status

symptom	cause	solution
Blank page printed	• Printhead problems • Incorrect driver • Media mispick issue	1. Check that the tape is removed from the printheads. 2. Check for empty ink cartridges. 3. Check that the paper is wide enough. 4. Check the parallel port on the computer. 5. Check that application print preview (if any) is correct. 6. Check that the correct printer driver is selected.
Wrong fonts printed	• Fonts in document are non-standard or customized	1. Check the fonts used. 2. Check the available fonts. 3. Check whether the font that is incorrectly printed is a TrueType font.
Jagged text	Use of non-standard fonts	1. Check the chosen font type 2. Check the font type of the software 3. Check the bitmap image of text

print quality issues

symptom	cause	solution
Content on the page is missing or incorrect	• Incorrect paper size • Incorrect Margins for print job • Specialized color settings printing	1. Check margin settings. 2. Ensure that the margin settings for the document do not exceed the printable area of the printer. 3. Check color print settings. 4. Deselect the Grayscale option in the Print Settings dialog box.
Placement of the text or graphics is incorrect	Incorrect page settings	1. Check the page orientation. 2. Check the paper size. 3. Check margin settings. 4. Check how the paper is loaded.

incorrect / incomplete content

symptom	cause	solution
Problems printing over a network	System / network configuration issues	1. Check the system configuration. 2. There may be insufficient hard disk space in the system. 3. Increase the size of the system's virtual memory. 4. The port setting configuration in the system is not set to ECP (Windows 3.1x/95/98 only).

connectivity problems

performing print software troubleshooting

HP offers:

- Support services to troubleshoot and diagnose printer problems
- Instructions for service and repair
- Documentation for troubleshooting
- Online and telephone support for troubleshooting
- URL for support:
- During the warranty period, customers receive assistance from HP Customer Care Center
- Before calling a Customer Care Center representative, the customer needs to provide information regarding:
- Results of a configuration page, brand and model of the computer, operating system of the computer, and printer driver installed

diagnostic test : output - LCD panel

test	keypanel sequence	description
Firmware revision	5	Available as LCD information
Most recent error code	6	Available as LCD information
Display Printhead health	33	Shows health of printheads in KCMY sequence
Pages Picked: Tray 1	43	Total numbers of pages picked from tray 1
Pages Picked: Tray 2	44	Total numbers of pages picked from tray 2
Serial Number	45	Displays serial number of the printer

output - LCD panel

diagnostic test : output - printout

test	keypanel sequence	description
Technical Diagnostic Page	15	Contains advanced configuration information for use of CCC and service center users
Skew Test - Econofast mode - A size - Tray 1	67	Tests for Paper tray with the specified location, paper size and print mode
Skew Test - Econofast mode - A size - Tray 2	68	Tests for Paper tray with the specified location, paper size and print mode
Skew Test - Econofast mode - B size - Tray 1	69	Tests for Paper tray with the specified location, paper size and print mode
Skew Test - Econofast mode - B size - Tray 2	70	Tests for Paper tray with the specified location, paper size and print mode
Skew Test - Normal mode - A size - Tray 1	71	Tests for Paper tray with the specified location, paper size and print mode
Skew Test - Normal mode - A size - Tray 2	72	Tests for Paper tray with the specified location, paper size and print mode

output - printout

diagnostic tests : no output action

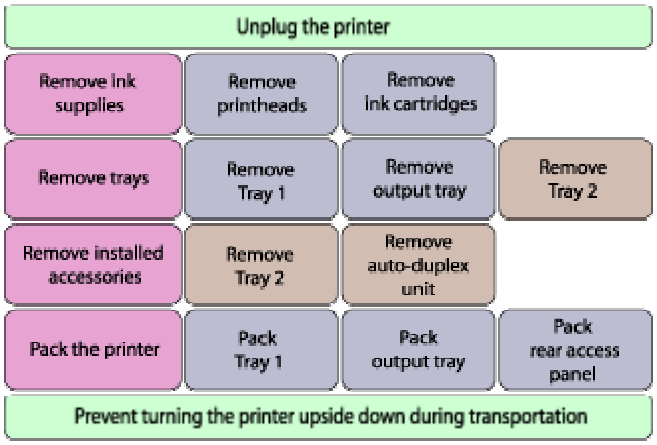
test	keypanel sequence	description
Pen recovery level 1	20	Pen cleaning : Basic
Pen recovery level 2	21	Pen cleaning : Intermediate
Pen recovery level 3	22	Pen cleaning : Advanced

no output action

repackage for return shipment

Perform the following checks while repackaging the printer for return shipment:

- Ensure that the ink cartridges are removed.
- Ensure that the printheads are removed.



repackaging for return shipment

escalation and support by region

North America

Support FlowEnd Customer->Dealer->Call Center->Division->
Escalation FlowEnd Customer->Dealer->Call Center->Division->

Middle East

Support FlowEnd Customer->Dealer->Call Center->Division->
Escalation FlowEnd Customer->Dealer->Call Center->Division->

Latin America

Support FlowEnd Customer->Dealer->Call Center->Division->
Escalation FlowEnd Customer->Dealer->Call Center->Division->

Europe

Support FlowEnd Customer->Dealer->Call Center->Division->
Escalation FlowEnd Customer->Dealer->Call Center->Division->

Asia Pacific

Support FlowEnd Customer->Dealer->Call Center->Division->
Escalation FlowEnd Customer->Dealer->Call Center->Division->

Africa

Support FlowEnd Customer->Dealer->Call Center->Division->
Escalation FlowEnd Customer->Dealer->Call Center->Division->

Module 5

service and repair

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Diagnostic Test : Output - LCD Panel

test description	procedure
Firmware Revision	Press the RESUME button five times.
Most recent error code	Press the RESUME button six times.
Display Printhead health	Press the CANCEL button and the RESUME button three times.
Pages Picked: Tray 1	Press the CANCEL button four times and the RESUME button three times
Pages Picked: Tray 2	Press the CANCEL button four times and the RESUME button four times
Serial Number	Press the CANCEL button four times and the RESUME button five times

Diagnostic tests: Output - LCD Panel

Diagnostic Test : Output - printout

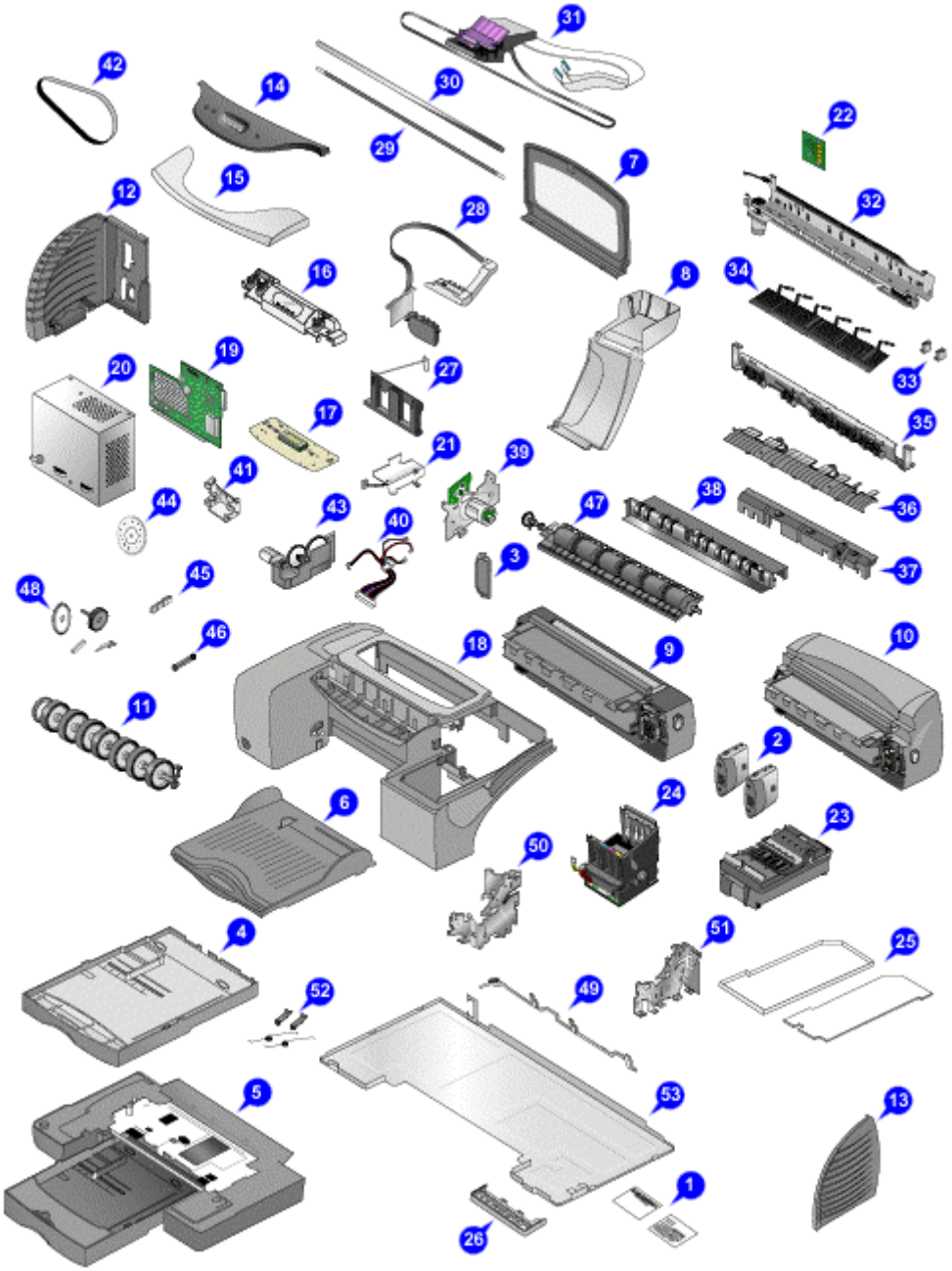
test description	procedure
Demo Page	Press the RESUME button once.
Demo Page - Double-sided	Press the CANCEL button three times and the RESUME button one time.
Pen Calibration	Press the RESUME button three times.
Self Diagnostic Page	Press the CANCEL button one time.
Paper path calibration data	Press the CANCEL button one time and the RESUME button one time.
Technical Diagnostic Page	Press the CANCEL button one time and the RESUME button five times.
Spot Sensor Check	Press the CANCEL button three times and the RESUME button four times.
Skew Test - Econofast mode - A size - Tray 1	Press the CANCEL button six times and the RESUME button seven times.
Skew Test - Econofast mode - A size - Tray 2	Press the CANCEL button six times and the RESUME button eight times.
Skew Test - Econofast mode - B size - Tray 1	Press the CANCEL button six times and the RESUME button nine times.
Skew Test - Econofast mode - B size - Tray 2	Press the CANCEL button seven times.
Skew Test - Normal mode - A size - Tray 1	Press the CANCEL button seven times and the RESUME button one time.
Skew Test - Normal mode - A size - Tray 2	Press the CANCEL button seven times and the RESUME button two times.
Nozzle Pattern	Press the CANCEL button eight times and the RESUME button four times.
EDD diagnostic Information	Press the CANCEL button nine times and the RESUME button two times.

Diagnostic Tests : No Output - (Action to be performed)

test description	procedure
Continuous H pattern	Press the RESUME button 8 times.
Continuous color H pattern	Press the CANCEL button one time and the RESUME button three times.
Pen recovery level 1	Press the CANCEL button two times.
Pen recovery level 2	Press the CANCEL button two times and the RESUME button one time.
Pen recovery level 3	Press the CANCEL button two times and the RESUME button two times.
Purge RIDS tubes	Press the CANCEL button two times and the RESUME button five times.
Disable Purge RIDS	Press the CANCEL button two times and the RESUME button eight times.
Continuous Pick: Main	Press the CANCEL button four times and the RESUME button six times.
Continuous Pick: 2nd	Press the CANCEL button four times and the RESUME button seven times.
Continuous Pick: Main Duplex	Press the CANCEL button four times and the RESUME button eight times.
Continuous Pick: 2nd Duplex	Press the CANCEL button four times and the RESUME button nine times.
LIO test	Press the CANCEL button eight times and the RESUME button eight times.

Diagnostic Tests : No Output

exploded view



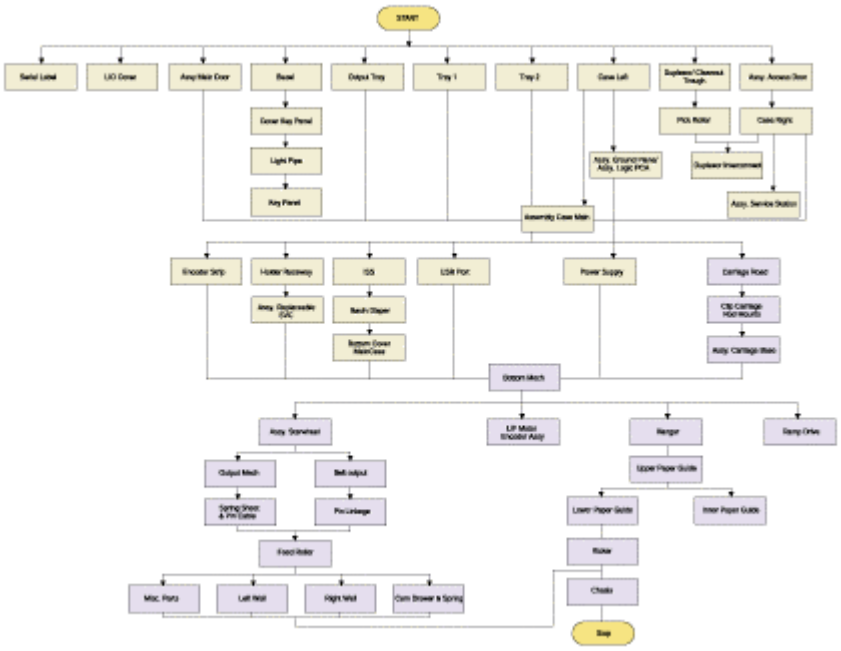
exploded view

S. No.	Part Name	Service Level	Bar codes	Part Number
1.	Serial label	NV		C8108-67025
2.	hp jetdirect 200mhp			J6039A

2a.	jetdirect 200m	NV		J6042A
3.	Cover LIO SVC	NV		C8108-67014
4.	Assy. Tray Main	NV		C8108-67044
5.	2nd Bin SVC	NV		C8108-67052
6.	Output tray	NV		C8108-67045
7.	Assy. Door Main	NV		C8108-67020
8.	Assy. Access Door	NV		C8108-67022
9.	Assy. Cleanout Trough	NV		C8108-67036
10.	Duplex Unit SVC	NV		C8108-67053
11.	Assy. Pick Roller	NV		C8108-67039
12.	Case-Right SVC	NV		C8108-67017
13.	Case-Left SVC	NV		C8108-67016
14.	Bezel SVC	NV		C8108-67015
15.	Cover Key panel SVC	NV		C8108-67018
16.	Assy. Lightpipe	NV		C8108-67021
17.	PCA key panel	NV		C8108-67007
18.	Assy. Case main	NV		C8108-67019
19.	PCA Assy. Logic	NV		C8108-67005
20.	PCA power supply	NV		C8108-67004
21.	Assy. USB SVC	NV		C8108-67006
22.	PCA Duplexer Interconnect	NV		C8108-67031
23.	Assy. Service station	NV		C8108-67011
24.	Assy. Ink supply station	NV		C8108-67013
25.	Base absorber/basin SVC	NV		C8108-67003

26.	Bottom Cover - Main Case	NV		C8108-67023
27.	Holder - raceway / hanger SVC	NV		C8108-67024
28.	Assy. Replaceable IDS SVC	NV		C8108-67012
29.	Carriage Rod	NV		C8108-67008

repair flowchart



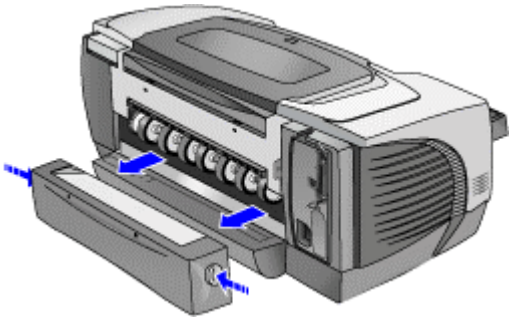
repair flowchart

high failure rate parts

part number	part name	part AFR or % repair
C8108-67011	Assy. Service Station SVC	15.00%
C8108-67013	Assy. Ink Supply Station SVC	15.00%
C8108-67019	Assy. Case Main SVC	15.00%
C8108-67045	Assy. Output Tray SVC	15.00%
C8108-67003	Base absorber/basin SVC	10.00%
C8108-67010	Encoder Strip SVC	10.00%
C8108-67012	Assy. Replaceable IDS SVC	10.00%
C8108-67016	Case - Left SVC	10.00%
C8108-67017	Case - Right SVC	10.00%
C8108-67020	Assy. Door Main SVC	10.00%
C8108-67022	Assy. Access Door SVC	10.00%
C8108-67044	Assy. Tray Main SVC	10.00%

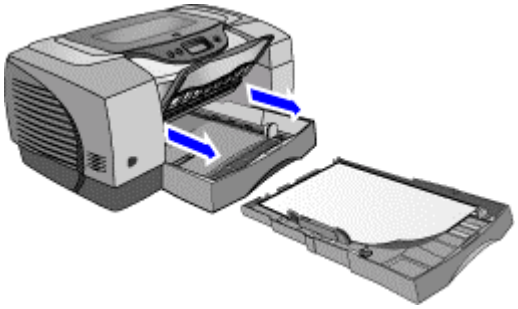
high failure rate parts - in order of AFR%

Assy. Cleanout Trough SVC - C8108-67036



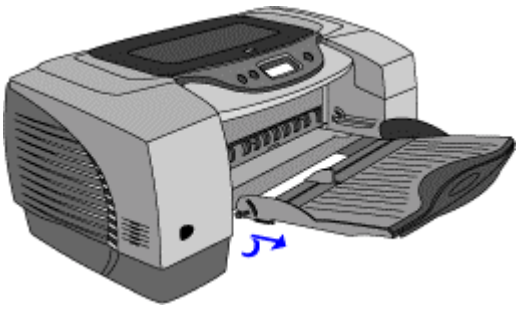
1.	Push the two buttons located on both sides of the cleanout trough to remove it.

Assy. Tray main - C8108-67044



1.	Lift the output tray.
2.	Pull to remove the main tray.

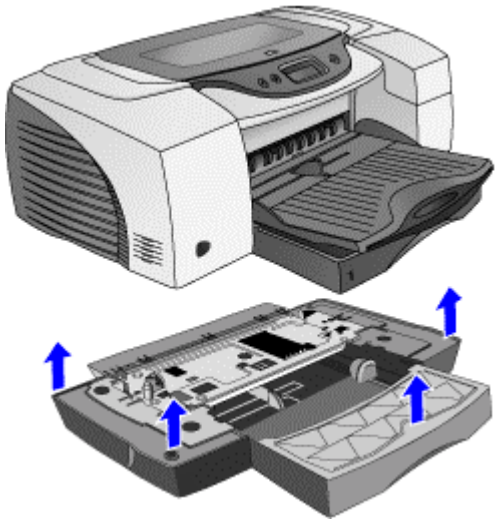
Assy. Output tray - C8108-67045



1.	Lift the output tray.
2.	Pull to remove the output tray.

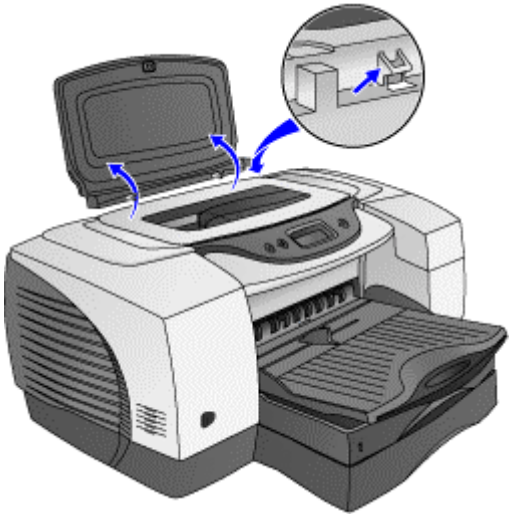
non V-coded parts

2nd bin SVC - C8108-67052



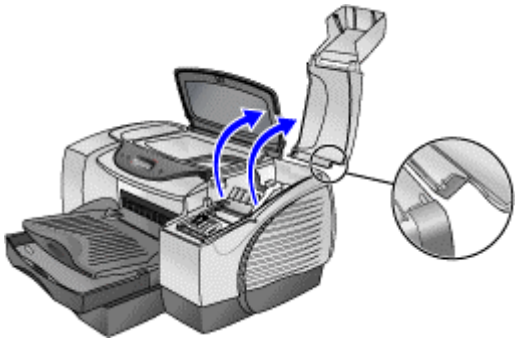
1.	Lift the printer off the 2nd bin SVC.

Assy. Door Main - C8108-67020



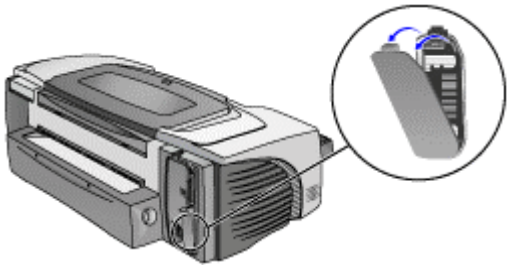
1.	Lift the Assy. Door Main.
2.	Release the two tabs and remove the Door Main.

Assy. Access Door - C8108-67022



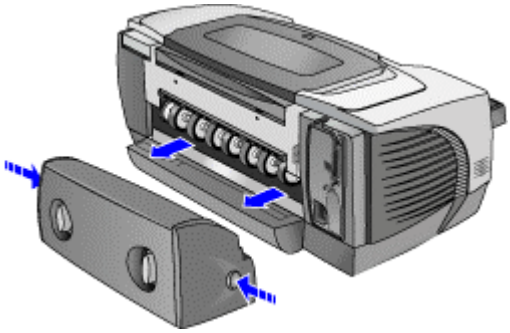
1.	Lift the access door.
2.	Loosen the two catches of the access door and remove it.

Cover LIO SVC - C8108-67014



1.	Remove the LIO cover from its slot.

Duplexer SVC - C8108-67053

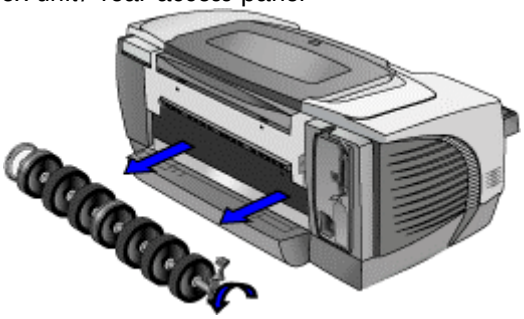


1.	Push the buttons located on both sides of the auto-duplex unit to remove it.

Assy. Pick Roller SVC - C8108-67039

First remove the following:

1. Auto-duplex unit/ rear access panel

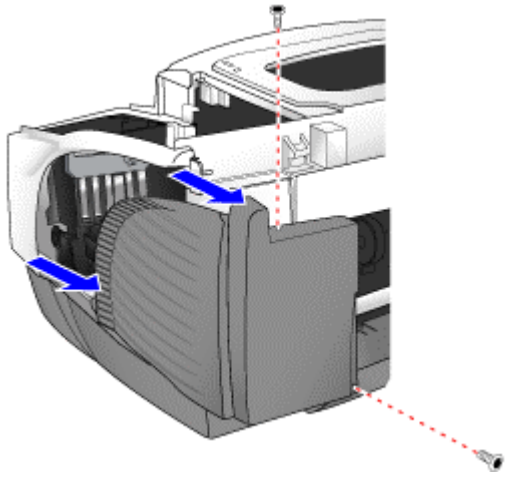


1.	Use long nosed pliers to turn the catch clockwise.
2.	Remove the Assy. Pick roller.

Case Left SVC - C8108-67016

First remove the following:

1. Auto-duplex unit/ rear access panel
2. Assy. Pick Roller

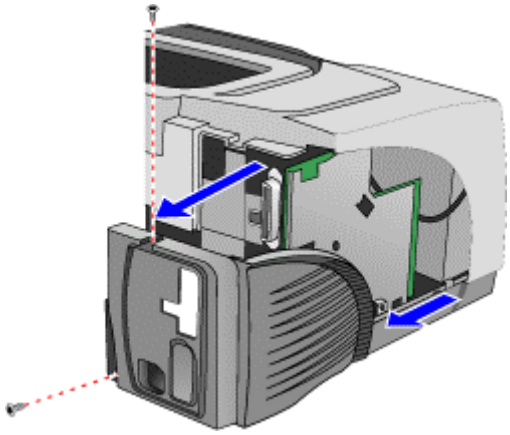


2 screws	1.	Use a T-20 bit screwdriver to remove the T-20 screws.
	2.	Remove Case Left.

Case Right SVC - C8108-67017

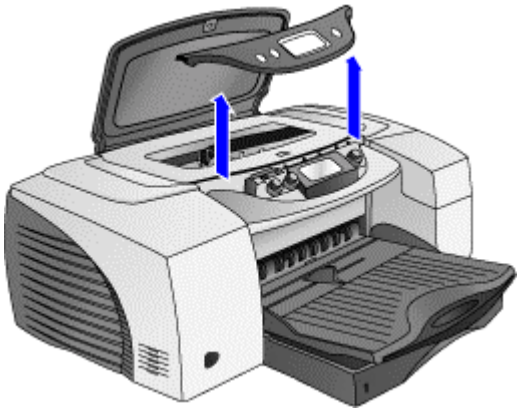
First remove the following:

1. Auto-duplex unit/ rear access panel
2. Assy. Pick Roller



2 screws	1.	Use a T-20 bit screwdriver to remove the T-20 screws.
	2.	Remove Case Right.

Bezel SVC - C8108-67015

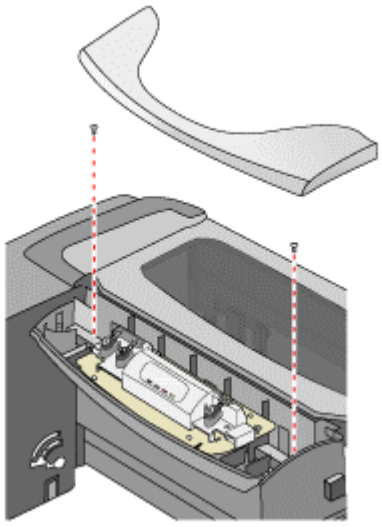


1.	Lift the Main door.
2.	Use a flathead screwdriver to release the six catches and remove the Bezel.

Cover Key panel - C8108-67018

First remove the following:

1. Bezel

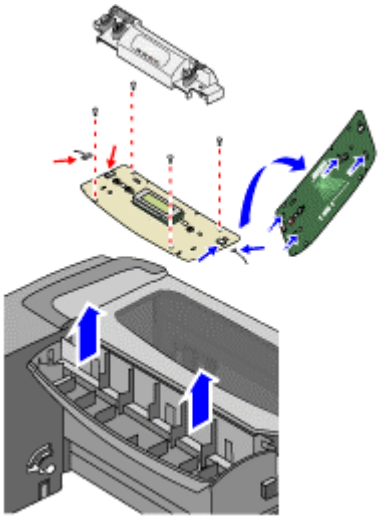


2 screws	1.	Using a screwdriver remove the T-10 screws.
	2.	Remove the cover key panel.

Assy. Lightpipe SVC and PCA Key panel - C8108-67021 & C8108-67007

First remove the following:

1. Bezel
2. Cover key panel

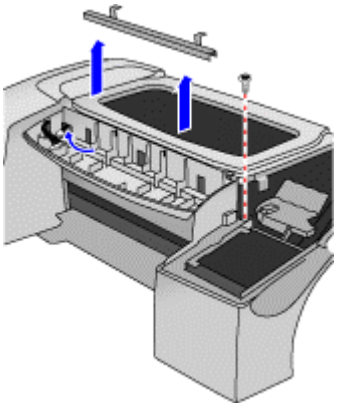


4 screws	1.	Using a screwdriver remove the T-10 screws.
	2.	Pull out the harness.
	3.	Release the four catches located on the back.
	4.	Remove the Assy. lightpipe and the PCA key panel.

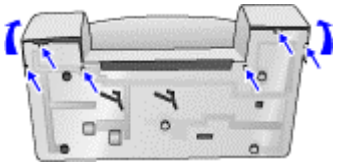
Assy. Case Main SVC - C8108-67019

First remove the following:

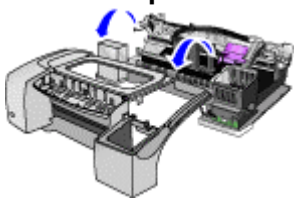
1. Assy. Tray Main
2. Assy. Output tray
3. Assy. Door Main
4. Assy. Access Door
5. Case Left
6. Case Right
7. Bezel
8. Cover Key Panel
9. Assy. Lightpipe & PCA key panel



Step 1



Step 2



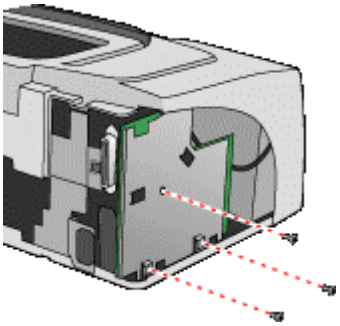
Step 3

1 screw	1.	Remove the T-20 screw and push the cable through the slot.
	2.	Use a flathead screwdriver to release the six locks located at the bottom of the printer.
	3.	Remove the Assy. Case Main.

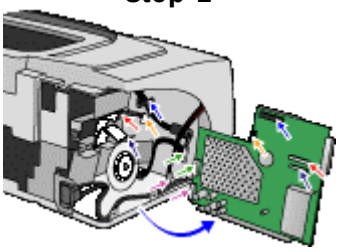
PCA Assy. Logic SVC - C8108-67005

First remove the following:

1. Auto-duplex unit/ rear access panel
2. Assy. Pick Roller
3. Case Right



Step 1



Step 2

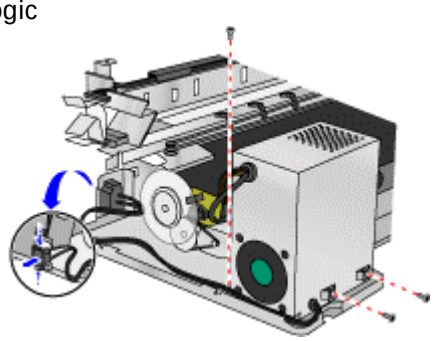
3 screws	1.	Remove the T-10 screws.
	2.	Pull the harness.
	3.	Remove the flexi cable.
	4.	Pull out the harness and the flexi cable.

PCA Power Supply SVC - C8108-67004

First remove the following:

1. Assy. Tray Main
2. Assy. Output tray
3. Assy. Door Main
4. Assy. Access Door
5. Case Left
6. Case Right

7. Bezel
8. Cover Key Panel
9. Assy. Lightpipe & PCA key panel
10. Assy. Case Main
11. PCA Assy. Logic

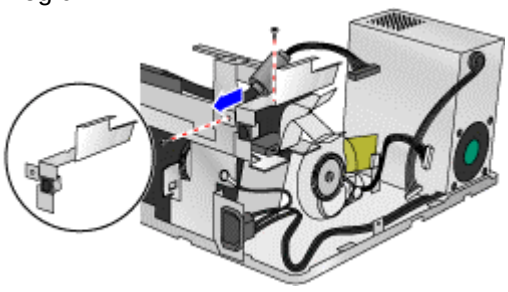


3 screws	1.	Remove the T-10 screws.
1 screw	2.	Remove the T-20 screw to remove the green harness.
	3.	Use a flathead screwdriver to remove the power harness.
	4.	Remove the power supply unit.

Assy. USB SVC- C8108-67006

First remove the following:

1. Assy. Tray Main
2. Assy. Output tray
3. Assy. Door Main
4. Assy. Access Door
5. Case Left
6. Case Right
7. Bezel
8. Cover Key Panel
9. Assy. Lightpipe & PCA key panel
10. Assy. Case Main
11. PCA Assy. Logic



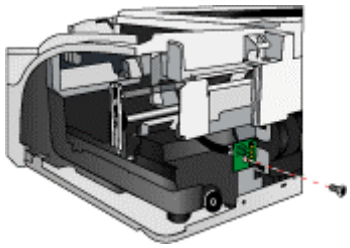
2 screws	1.	Remove the T-10 screws.

	2.	Detach the Assy. USB SVC.

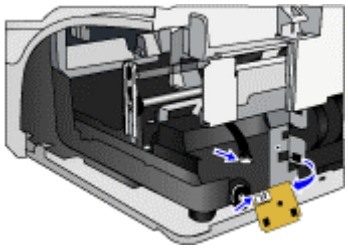
PCA Duplexer Interconnect - C8108-67031

First remove the following:

1. Assy. Door Main
2. Auto-duplex unit/ rear access panel
3. Assy. Pick roller
4. Case Left



Step 1



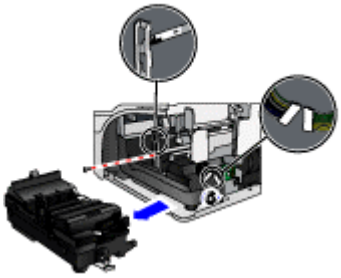
Step 2

1 screw	1.	Remove the T-10 screw.
	2.	Turn the Duplexer Interconnect unit to pull out the harness.

Assy. Service Station - C8108-67011

First remove the following:

1. Assy. Door Main
2. Auto-duplex unit/ rear access panel
3. Assy. Pick roller
4. Case Left

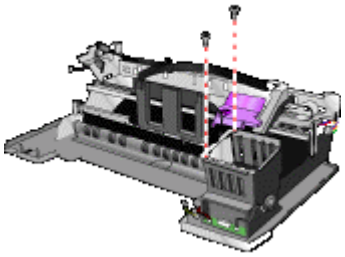


1 screw	1.	Remove the T-10 screw.
	2.	Slide out the Encoder strip from its slot in the Encoder holder.
	3.	Remove the Encoder holder.
	4.	Use manual uncap, if necessary.
	5.	Pull out the two harnesses.
	6.	Remove the Assy. Service station.

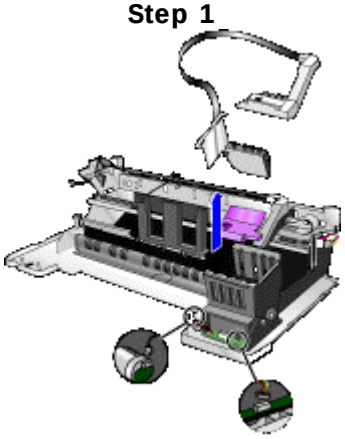
Assy. Ink Supply Station - C8108-67013

First remove the following:

1. Assy. Tray Main
2. Assy. Output tray
3. Assy. Door Main
4. Assy. Access Door
5. Auto-duplex unit/ rear access panel
6. Assy. Pick roller
7. Case Left
8. Bezel
9. Cover Key Panel
10. Assy. Lightpipe & PCA key panel
11. Assy. Case Main
12. PCA Duplexer interconnect
13. Assy. Service station



Step 1



Step 2

3 screws	1.	Remove the T-10 screws.

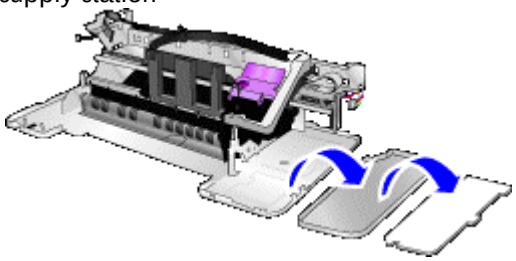
	2.	Pull out the (Black and white) harness and the motor harness.
	3.	Use long nosed pliers to cut the clip to remove the harness.
	4.	Remove the ink supply station.

Remove Ink Supply Station - C8108-67013

Base Absorber/Basin SVC - C8108-67003

First remove the following:

1. Assy. Tray Main
2. Assy. Output tray
3. Assy. Door Main
4. Assy. Access Door
5. Auto-duplex unit/ rear access panel
6. Assy. Pick roller
7. Case Left
8. Bezel
9. Cover Key Panel
10. Assy. Lightpipe & PCA key panel
11. Assy. Case Main
12. PCA Duplexer interconnect
13. Assy. Service station
14. Assy. Ink supply station

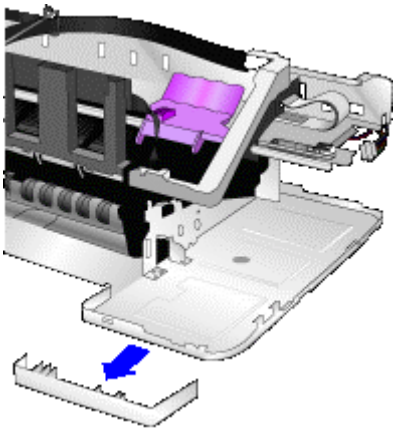


1.	Remove the base absorber.
2.	Remove the Basin SVC.

Bottom Cover - Main Case SVC - C8108-67023

First remove the following:

1. Assy. Tray Main
2. Assy. Output tray
3. Assy. Door Main
4. Assy. Access Door
5. Auto-duplex unit/ rear access panel
6. Assy. Pick roller
7. Case Left
8. Bezel
9. Cover Key Panel
10. Assy. Lightpipe & PCA key panel
11. Assy. Case Main
12. PCA Duplexer interconnect
13. Assy. Service station
14. Assy. Ink supply station
15. Base absorber/ basin SVC



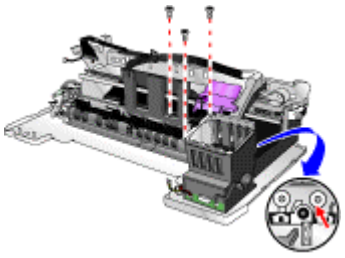
1.	Use long nosed pliers to push the two tabs located on the bottom cover.
2.	Remove the Bottom Cover Main Case SVC.

Holder-raceway/hanger SVC and Assy. Replaceable IDS SVC - C8108-67024 & C8108-67012

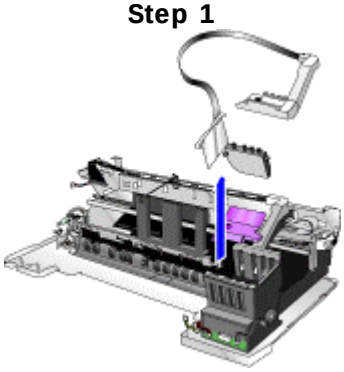
First remove the following:

1. Assy. Tray Main
2. Assy. Output tray
3. Assy. Door Main
4. Assy. Access Door
5. Auto-duplex unit/ rear access panel
6. Assy. Pick roller
7. Case Left
8. Case Right

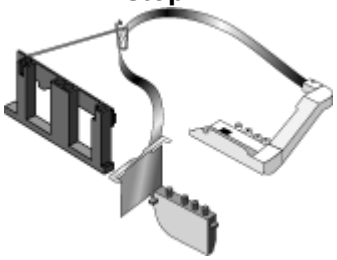
9. Bezel
10. Cover Key Panel
11. Assy. Lightpipe & PCA key panel
12. Assy. Case Main
13. Assy. Service station



Step 1



Step 2



Step 3

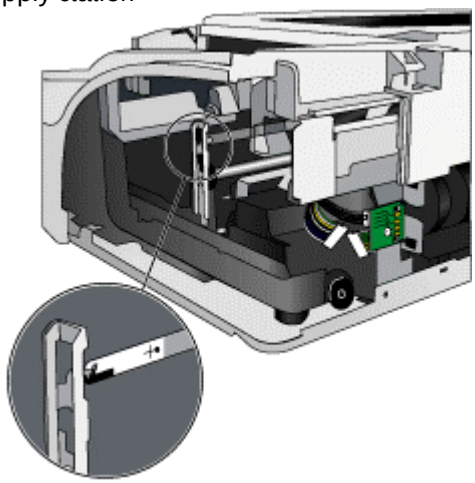
5 screws	1.	Remove the T-10 screws.
	2.	Lift the printhead access latch to remove the hanger SVC.
	3.	Separate the hanger SVC and the Assy. Replaceable IDS.

Encoder Strip - C8108-67010

First remove the following:

1. Assy. Tray Main
2. Assy. Output tray
3. Assy. Door Main
4. Assy. Access Door
5. Auto-duplex unit/ rear access panel
6. Assy. Pick roller
7. Case Left
8. Case Right

9. Bezel Cover Key Panel
10. Assy. Lightpipe & PCA key panel
11. Assy. Case Main
12. PCA Duplexer interconnect
13. Assy. Service station
14. Assy. Ink supply station



1.	Remove the Encoder strip from its slot.
2.	Remove the Encoder strip from its slot in the Encoder holder.
3.	Slide out the Encoder strip.

troubleshooting power-on problems

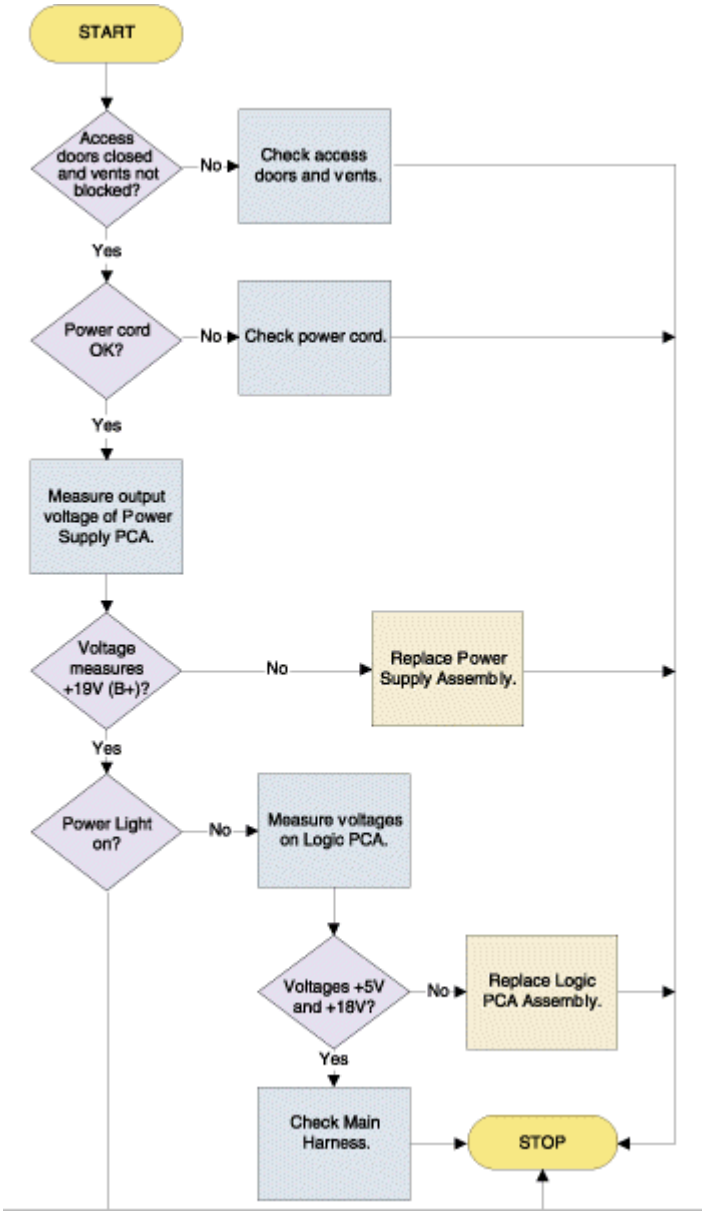


Fig 5.84 troubleshooting power-on problems

symptom	cause	solution
Power on and printer response issues	Access doors open	Check the Access Doors: Ensure the Top Cover and Carriage Access Cover are firmly closed. If the LCD panel displays the message CLOSE ALL COVERS, open and reclose all access doors. Check the vents. If the printer's vents are covered, and the printer overheats, it automatically turns off. Ensure the vents are not covered and the printer is placed in a cool, dry location.
	Power cord incompatibilities	Ensure the printer is connected to the power cord and it is plugged in. The power cord can handle up to 230V. To test the power cord: Power off the printer. Unplug the power cord and replace it with a power cord that works. Power on the printer. If the printer now works, then the previous power cord was probably faulty.
	Verify Voltage of Power Supply Assembly	Disconnect the Power Supply Harness Assembly from the Power Supply PCA. Use a multimeter to check the output voltage of the Power Supply Assembly. It should measure +19V (B+). Reconnect the Power Supply Harness Assembly when you are finished. Turn the printer off and then power the printer on again. It may also be due to an Opto-coupler failure or Power MOSFET failure. In either case you will need to replace the Power Supply Assembly.
	Measure Voltage of Logic PCA	Use a multimeter to check the output supply voltage of the Kayak ASIC on the Logic PCA. Use a multimeter to check the input supply voltage of the Power Connector to the Logic PCA.
	Main Harness	Check that all connections to the Main Harness are solid and that all connectors are attached firmly to the wires. Also ensure that none of the wire insulation is frayed or missing.

Note *If PCA/power supply is replaced, hardware tests must be performed.*

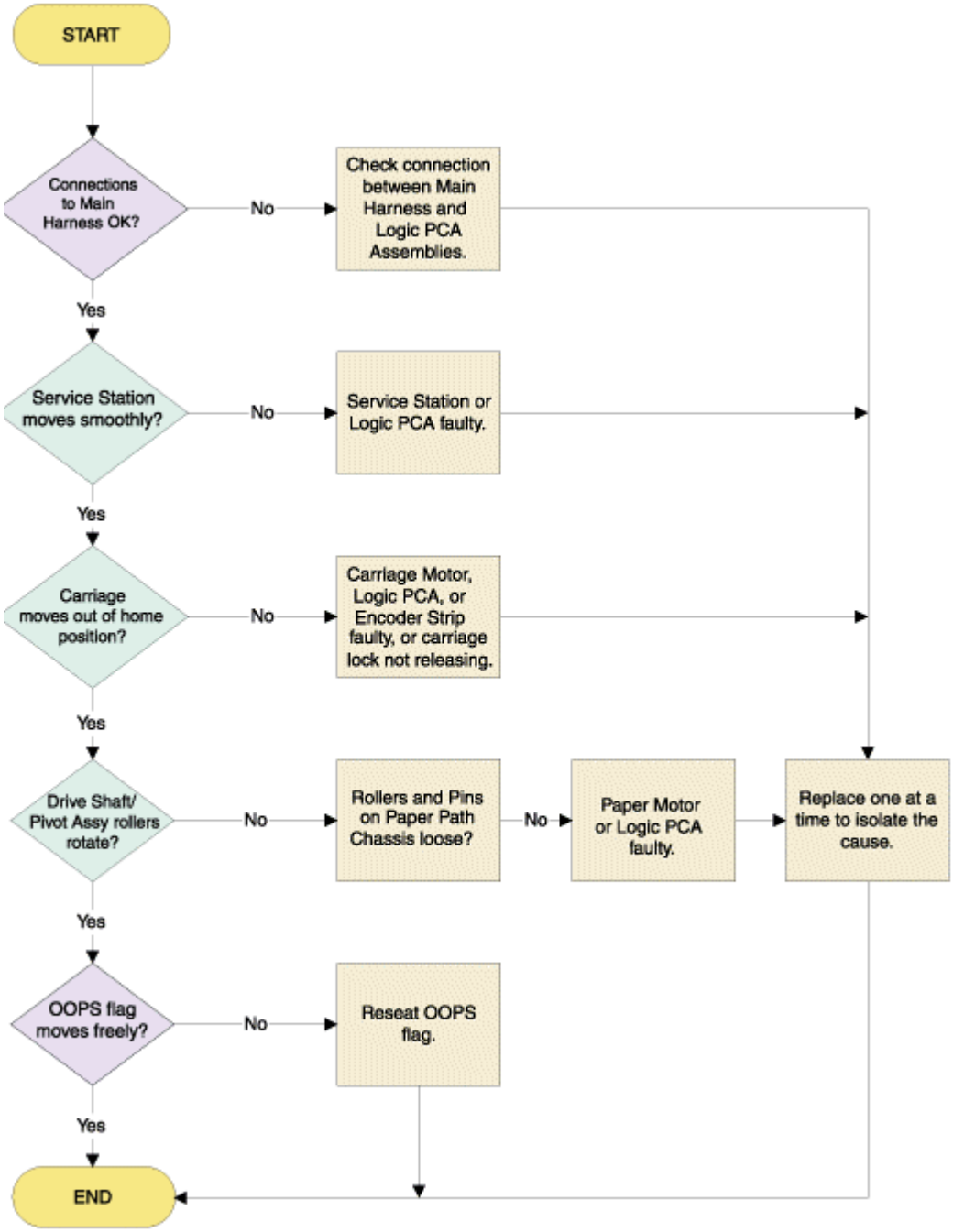


Fig 5.85 troubleshooting printer initialization problems

symptom	cause	solution
	Service station mechanism	Rotate the gears of the Service Station Motor Assembly to ensure the Wiper Assembly can move freely within the Service Station Mechanism Assembly.
	Carriage assembly moves out of home position	If the Carriage Lock is not releasing, check the Carriage Lock and check the Service Station for movement. If the Carriage Assembly does not move out of the home position or return to the home position, clean the electrical contacts on the printheads and print cradle. Remove the printheads from the printer. Clean the electrical contacts on the print cradle with a dry cotton swab. Clean the electrical contacts on the printheads with a dry, lint free cloth. To prevent damage to the electrical contacts, you should wipe the contacts only once. Do not wipe the ink nozzles on the printheads. Re-install the printheads.

troubleshooting LCD messages

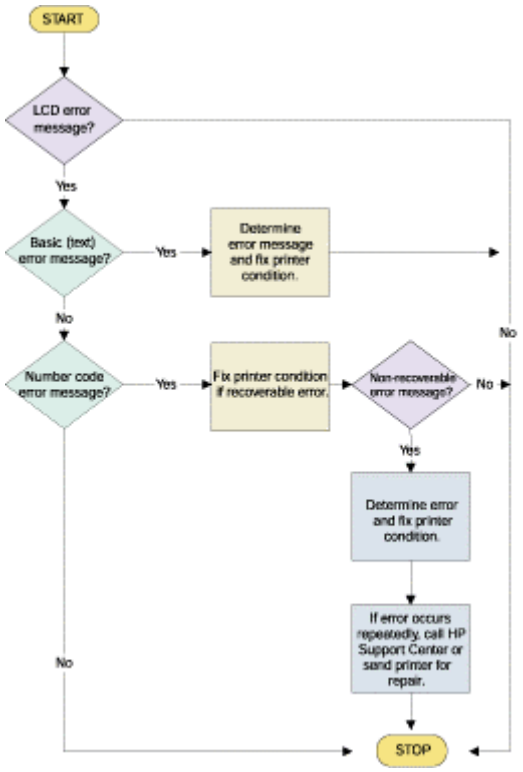


Fig 5.86 troubleshooting LCD messages

The following table lists the messages that does not require an action:

message	explanation
INITIALIZING	The printer is starting up.
READY	The printer is idle.
PROCESSING JOB	The printer is busy printing.
CANCELLING JOB	The printer is canceling the current print job.
ATTENTION	User interaction is required.
POWERING OFF	The printer is powering off.

The following table lists the messages that require action::

message	explanation
PAPER JAM, OPEN COVER AND CLEAR PAPER PRESS RESUME TO CONTINUE	Paper is jammed in the printer.
[COLOR] INK CARTRIDGE EMPTY	The cartridge is out of ink and the printer will not print until the cartridge is replaced.
REPLACE [COLOR] INK CARTRIDGE	The printer detects a faulty ink cartridge.

[COLOR] INK CARTRIDGE MISSING	The printer cannot detect the ink cartridge because it is missing, improperly installed, or defective.
[COLOR] INK IS LOW	The specified ink cartridge is running low on ink.
[COLOR] INK CARTRIDGE EXPIRED	The expiration date for the specified ink cartridge has passed.
REPLACE [COLOR] PRINTHEAD	The printer detects a faulty ink printhead.
[COLOR] PRINTHEAD MISSING	The printer cannot detect the ink printhead because it is missing, improperly installed, or defective.
BAD INK CARTRIDGE OR PRINTHEAD	The printer detects a faulty ink cartridge or printhead.
INCOMPATIBLE [COLOR] PRINTHEAD	The printhead is not compatible with the printer.
LOAD [MEDIA TYPE] in [TRAY] PRESS RESUME TO CONTINUE	Printer requires media of a specific type and size to be loaded in specified paper tray.
LOAD [MEDIA SIZE] MEDIA IN [TRAY] PRESS RESUME TO CONTINUE	For a print job that automatically selects the media type, the printer requires media of the specified size to be loaded into the specified paper tray.
PRINTED PAGE IS DRYING... PRESS RESUME TO CONTINUE	Printer has paused printing to let the current page dry.
CLOSE ALL COVERS	One or more covers on the printer are open.
REAR MANUAL FEED NOT AVAILABLE...JOB CANCELLED	Check to see if the auto-duplex unit is installed.
TRAY 2 NOT AVAILABLE PRESS RESUME OR CANCEL	Tray 2 is an optional accessory. If you have not purchased Tray 2, you cannot print from it.
AUTO-DUPLEX UNIT NOT AVAILABLE PRESS RESUME OR CANCEL	The auto-duplex unit is an optional accessory. If you have not purchased the auto-duplex unit, you cannot perform an auto-duplex job.
REINSERT [number] PAGES INTO [TRAY]	This message is for manual duplexing. Indicates that printing on the first side of the media is complete.
PRINTHEAD ACCESS LATCH OPEN	The printhead access latch is open.
REAR ACCESS PANEL OPEN	The rear access panel is not installed correctly or the printer does not have a rear access panel.
LANGUAGE= [LANGUAGE]	Displays the language in which the LCD shows messages.

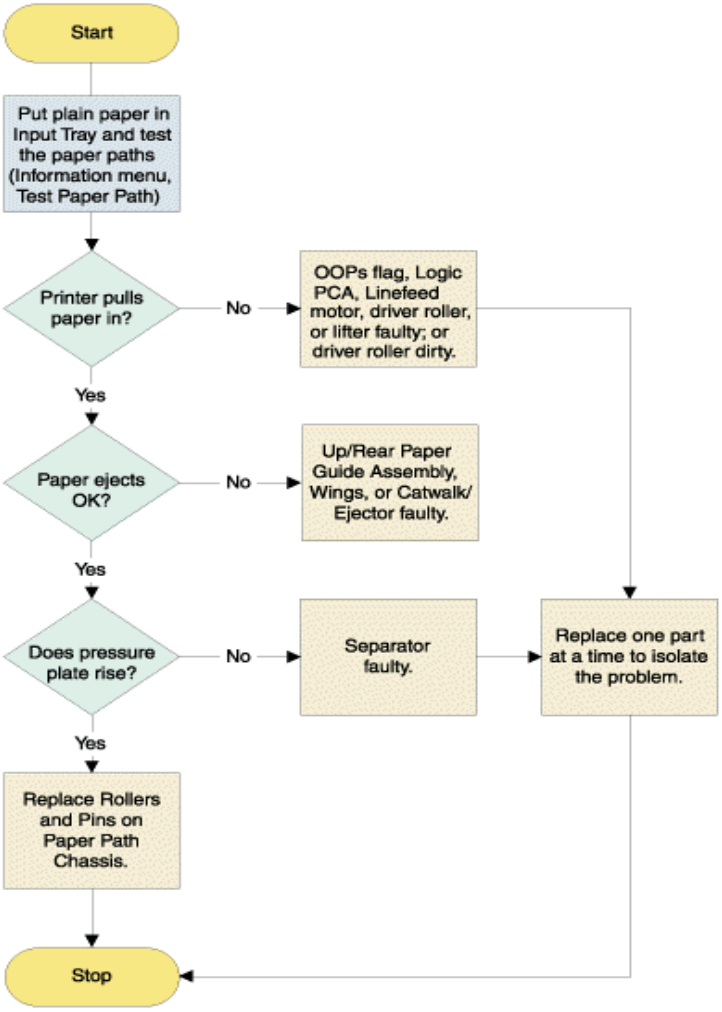

Start
Put plain paper in Input Tray and test the paper paths (Information menu, Test Paper Path)
Printer pulls paper in?
No
OOPs flag, Logic PCA, Linefeed motor, driver roller, or lifter faulty; or driver roller dirty.
Yes
Paper ejects OK?
No
Up/Rear Paper Guide Assembly, Wings, or Catwalk/ Ejector faulty.
Yes
Does pressure plate rise?
No
Separator faulty.
Replace one part at a time to isolate the problem.
Yes
Replace Rollers and Pins on Paper Path Chassis.
Stop

Fig 5.87 troubleshooting paper feed problems

print media

symptom	cause	solution
Special media does not pull in	Media is curled	Uncurl and flatten media as much as possible by physically curling it in the opposite direction
	Envelope Feed Width Adjuster is too tight against envelope	Loosen Width Adjuster if necessary.
	Too many envelopes in the Envelope Feed	The Envelope Feed only supports one envelope at a time. To print more than one envelope, use Tray 1.

Paper does not pull in	Left Width Adjuster	Check, if Left Width Adjuster is pressed too tightly against paper stack. Loosen it slightly.
	Paper stack height	Reduce paper stack height to level indicated by the yellow sticker on right wall of Input Tray.
	Dirt accumulated on pick and drive rollers	Use the cleaning kit to clean the rollers. Replace Drive Shaft/Pivot Assembly if cleaning several times does not help.
	Paper Motor	Listen and look for motor and roller movement. If no movement is present, use a multimeter to probe contacts. If power is live, replace Paper Motor.
	Paper Motor power supply	Listen and look out for motor and roller movement. If no movement is present, use a multimeter to probe contacts. If power is not live, the Paper Motor Power Supply has failed.
	Electrical contacts	Change Main Harness if necessary

troubleshooting the demo page

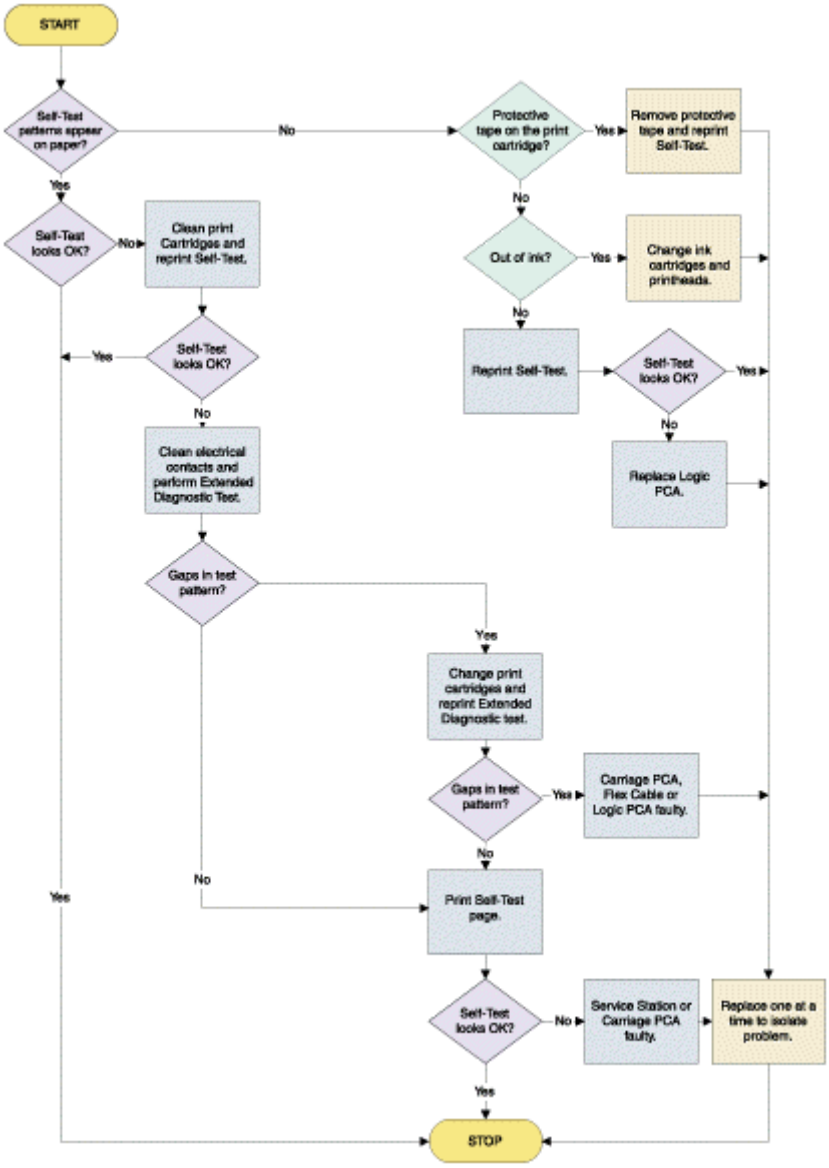


Fig 5.88 troubleshooting demo page

troubleshooting the demo page

symptom	cause	solution
	Protective tape on printheads	Each new printhead is packaged with protective plastic tape covering the ink nozzles. Check each printhead and remove tape if necessary.
	Print a Self-test page	Click **Start** on the task bar Highlight **Settings** and click Printers. Double-click the HP printer icon. In the menu bar, click **Printer** and select **Properties** . Click **Print Test Page** at the bottom of the page. The printer prints a Self-test page.
	Out of Ink	If you are printing black text and a blank page prints, your black ink cartridge may be empty. Replace the black ink cartridge.

clean printheads

test name	test description	CANCEL button	RESUME button
Pen recovery level 1	Pen cleaning: Basic	2	
Pen recovery level 2	Pen cleaning: Intermediate	2	1
Pen recovery level 3	Pen cleaning: Advanced	2	2

change the ink cartridges

Caution *The ink in the cartridges has been carefully formulated by Hewlett-Packard to ensure superior print quality and compatibility with your printer. Damage to the printer or the print cartridge resulting from modifying or refilling the ink cartridge is not the responsibility of HP.*

1. Remove the printheads from the printer.
2. Clean the electrical contacts on the print cradle with a dry cotton swab.
3. Clean the electrical contacts on the printheads with a dry, lint free cloth.
4. To prevent damage to the electrical contacts, you should wipe the contacts only once. Do not wipe the ink nozzles on the printheads.
5. Re-install the printheads.
6. Print an Extended Diagnostic Test page.

troubleshooting paper eject problems

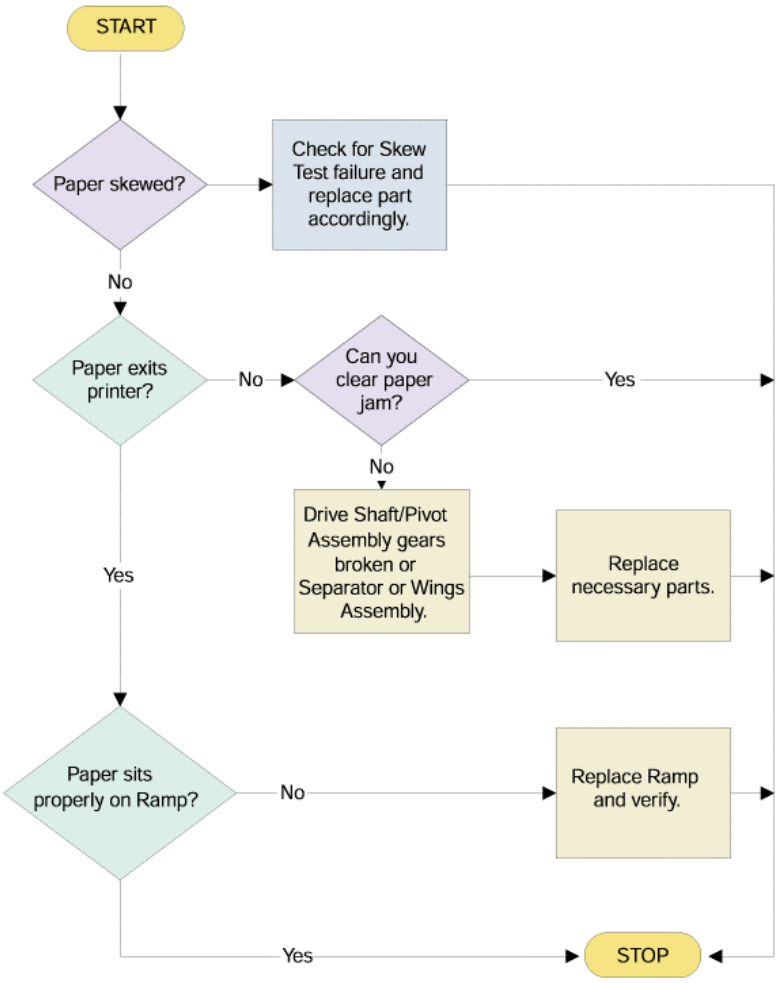


Fig 5.89 troubleshooting paper eject problems

troubleshooting paper eject problems

symptom	cause	solution
Skew Test Failure	Input Tray not inserted correctly. Paper stack not fitting Length and Width Adjusters too tight Paper stack height is below the indicator Dirt accumulates on Drive Rollers	To check for skew test failure, print a Diagnostic page. Fold the Diagnostic page in half. Ensure the skew test symbols in each corner of the page line up correctly. For example, the lines associated with 1=A should fall between the 2 lines 1 1=C. Paper skew most frequently occurs when the Width Adjusters are not flush against the paper or excessive force is used to install the Input Tray. Check for the following: Input Tray is properly inserted. Paper stack fits snugly against the right and front walls. Length and Width Adjusters are firmly against the paper stack or envelope. Paper stack height is below yellow indication sticker on right wall of Input Tray. Drive Rollers are feeding unevenly due to dirt. If so, use the cleaning kit or replace the Drive Shaft/Pivot Assembly if cleaning several times does not help. Glossy media are most prone to paper skew due to curling. To fix this problem: Add side-wall on Input Tray. Add front bias spring on Width Adjuster. Install additional stopper at corner of page.
Paper does not Exit Printer	The ramp maybe incorrectly assembled Room for exiting paper	The ramp maybe incorrectly assembled. Reassemble the ramp correctly. Ensure the ramps are installed before the Pivot. Clear the Output Tray to make room for exiting paper.
Paper forms a "U"	Up/Rear Paper Guide Assembly, assembly may be faulty	If paper forms a "U" on the Up/Rear Paper Guide Assembly, the assembly may be faulty. Replace the Up/Rear Paper Guide Assembly.

error codes

Introduction

There are two types of errors that will highlight potential problems to the user. The first is recoverable, which the user can resolve, and the second is unrecoverable, which is generally not solvable by the user and will cause the printer to stop functioning altogether.

Note *If the printer is in the Menu state, error messages will not be displayed until the printer is back in the Ready state.*

Recoverable error codes

Note *Brackets [ ] in the Message column indicate variables*

Note *If a recoverable error appears, the printer will pause until the user resolves the error.*

message	explanation	recommended action
INITIALIZING	The printer is starting up.	No action required.
READY	The printer is idling.	No action required.
PROCESSING JOB	The printer is busy printing.	No action required.
CANCELLING JOB	The printer is cancelling the current print job.	No action required.
ATTENTION	User interaction is required.	Follow the instructions in the printer message.
POWERING OFF	The printer is powering off.	No action required.
PAPER JAM,OPEN COVERAND CLEAR PAPER PRESS RESUME TO CONTINUE	Paper is jammed in the printer.	Clear the jammed paper. For more information, see "Print media is jammed."
[COLOR] INK CARTRIDGE EMPTY	The cartridge is out of ink and the printer will not print until the cartridge is replaced.	Remove the ink cartridge and install a new cartridge.

REPLACE [COLOR] INK CARTRIDGE	The printer detects a faulty ink cartridge.	Reinstall the faulty ink cartridge and try to print. If the error persists, replace the cartridge.
[COLOR] INK CARTRIDGE MISSING	The printer cannot detect the ink cartridge because it is missing, improperly installed, or defective.	Open the ink cartridge door and check for a missing, incompatible, or improperly installed cartridge. Reinstall or replace the cartridge as appropriate. If the error persists, contact HP customer support.
[COLOR] INK IS LOW	The specified ink cartridge is running low on ink.	If the print quality is insufficient, replace the ink cartridge.
[COLOR] INK CARTRIDGE EXPIRED	The expiration date for the specified ink cartridge has passed.	Replace the ink cartridge.
REPLACE [COLOR] PRINTHEAD	The printer detects a faulty ink printhead.	Remove the printhead, ensure the protective film has been removed from the printhead, and then reinstall it and try to print. If the error persists, remove the printhead and use a dry, lint-free, soft cloth to gently clean any ink off the contact pads, and then reinstall it and try to print. If the error persists, replace the printhead.
[COLOR] PRINTHEAD MISSING	The printer cannot detect the ink printhead because it is missing, improperly installed, or defective.	Open the printhead cover and check for a missing, incompatible, or improperly installed printhead. Reinstall or replace the printhead as appropriate. If the error persists, contact HP customer support.
BAD INK CARTRIDGE OR PRINTHEAD	The printer detects a faulty ink cartridge or printhead.	Follow the instructions in the printer message.
INCOMPATIBLE [COLOR] PRINTHEAD	The printhead is not compatible with the printer.	Replace it with the correct printhead.
LOAD [MEDIA TYPE] in [TRAY] PRESS RESUME TO CONTINUE	Printer requires media of a specific type and size to be loaded in specified paper tray.	Follow the instructions in the printer message.

LOAD [MEDIA SIZE] MEDIA IN [TRAY] PRESS RESUME TO CONTINUE	For a print job that automatically selects the media type, the printer requires media of the specified size to be loaded into the specified paper tray.	Follow the instructions in the printer message.
PRINTED PAGE IS DRYING... PRESS RESUME TO CONTINUE	Printer has paused printing to let the current page dry	Wait for the printer to automatically resume printing after the drying period. If you want the printer to resume printing immediately, hold the current page and press the RESUME button. When the printer releases the current page, remove it from the output tray and place it elsewhere to dry. This prevents the printed pages from smudging each other.
CLOSE ALL COVERS	One or more covers on the printer are open.	Close any open covers.
REAR MANUAL FEED NOT AVAILABLE...JOB CANCELLED	Check to see if the auto-duplex unit is installed.	If the auto-duplex unit is installed, you must remove it and reinstall the rear access panel to print from the rear manual feed. If the rear access panel is installed, check to make sure it is installed correctly in the printer.
TRAY 2 NOT AVAILABLE PRESS RESUME OR CANCEL	Tray 2 is an optional accessory. If you have not purchased Tray 2, you cannot print from it.	If you have purchased Tray 2, make sure it is installed correctly in the printer. Otherwise, press the RESUME button to continue the job using Tray 1, or press the CANCEL button to cancel the job.
AUTO-DUPLEX UNIT NOT AVAILABLEPRESS RESUME OR CANCEL	The auto-duplex unit is an optional accessory. If you have not purchased the auto-duplex unit, you cannot print an auto-duplex job.	If you have purchased the auto-duplex unit, make sure it is installed correctly in the printer. Otherwise, press the RESUME button to continue the job using single-sided printing, or press the CANCEL button to cancel the job.
REINSERT [number] PAGES INTO [TRAY]	This message is for manual duplexing. Indicates that printing on the first side of the media is complete.	Take the printed stack of paper from the output tray and put it back into the specified tray.

PRINTHEAD ACCESS LATCH OPEN	The printhead access latch is open.	Open the printhead cover, close the printhead access latch, and then close the printhead cover. You will have to use some force to close the printhead access latch. If the printhead access latch will not close, ensure that the printheads are seated properly by pushing down firmly on each printhead.
REAR ACCESS PANEL OPEN	The rear access panel is not installed correctly or at all in the printer.	Make sure the rear access panel is inserted correctly and completely into the printer.
LANGUAGE= [LANGUAGE]	Displays the language in which the LCD shows messages.	For information about changing the display language, see "Setting the LCD language."

troubleshooting problems with parts

part description	symptom	recommended action
(OOPS Sensor)	Continuous paper feed	Replace the sensor.
Door sensor (combined)	Indicates carriage door open	Replace the sensor.
Media sensor	No detection of transparency. Transparency detected when paper present.	Use hot keys to disarm or replace Media Sensor. Check paper skew-skewed paper can make Media Sensor detect transparency instead of paper.
Line sensor	No auto pen alignment	Replace the sensor.
Carriage Assembly	Carriage slams to the end	The Carriage Encoder Strip might be defective. Check the 5V supply.
	"Replace printhead" error is displayed	Check the 16V supply. Please check voltage
	Carriage does not move out of home position.	Replace the carriage lock.
	Printout edges, lines and text misaligned	Replace the encoder strip. Check the alignment of the Encoder strip.
	Noise coming from carriage.	Clean electrical contacts. Replace Carriage Motor. Check Carriage Shaft for dirt particles.
Key Panel PCA	Garbled display No response from printer after pressing buttons Running dots	Check the contact between LCD panel and Logic PCA.
Power Supply	Unexpected shutdown due to overheating Unable to power up Opto-coupler failure	Check the fan. Ensure that the cooling vents are not obstructed. Replace Power Supply PCA.
Service Station Assembly	Carriage does not move out of Home/Service Station position	Check if Carriage Latch faulty. Replace Service Station.
Logic PCA	Garbled display. No response from printer after pressing buttons. Running dots.	Check the contact between the LCD panel and Logic PCA.

	No power light.	If +5v and 18v cannot be measured on Logic PCA, replace Logic PCA.
	Service Station does not move smoothly.	Replace Service Station. If problem is not resolved, replace Logic PCA.
	Carriage does not move out of home position.	Replace Carriage Motor. If problem is not resolved, replace Logic PCA.
	Drive Shaft/Pivot Assembly rollers do not rotate.	Replace Paper Motor. If problem is not resolved, replace Logic PCA.
	No paper feed.	Replace OOPs tag. If problem is not resolved, replace Logic PCA.
	Self-Test does not look OK.	Check for protective tape on print cartridge. Replace print cartridge. If problem is not resolved, replace Logic PCA.
	Gaps in Test pattern.	Perform the Pen Recovery Diagnostic test. Change the print cartridge. If problem is not resolved, replace Logic PCA.
Encoder Strip	Printer/Carriage stall. Error code displayed if alignment extremely poor.	Replace dirty or faulty Encoder Strip.
Paper Motor	Drive Shaft/Pivot Assembly rollers do not rotate.	Ensure that rollers and pins on backbone are loose. If not, replace Paper Motor.
	No roller movement.	Check contacts to motor. If power is available, replace Paper Motor.
	Noise form left side of printer.	If noise is coming from the motor, replace Paper Motor.
Drive Shaft/Pivot Assembly	Paper jam cannot be cleared.	Check Drive Shaft/Pivot Assembly gears. If broken or cannot be turned freely, replace the Drive Shaft/Pivot Assembly.
	Paper skewed. Uneven paper feeding due to roller contamination.	Clean rollers. If problem is not resolved, replace Drive Shaft/Pivot Assembly.

troubleshooting unusual noises

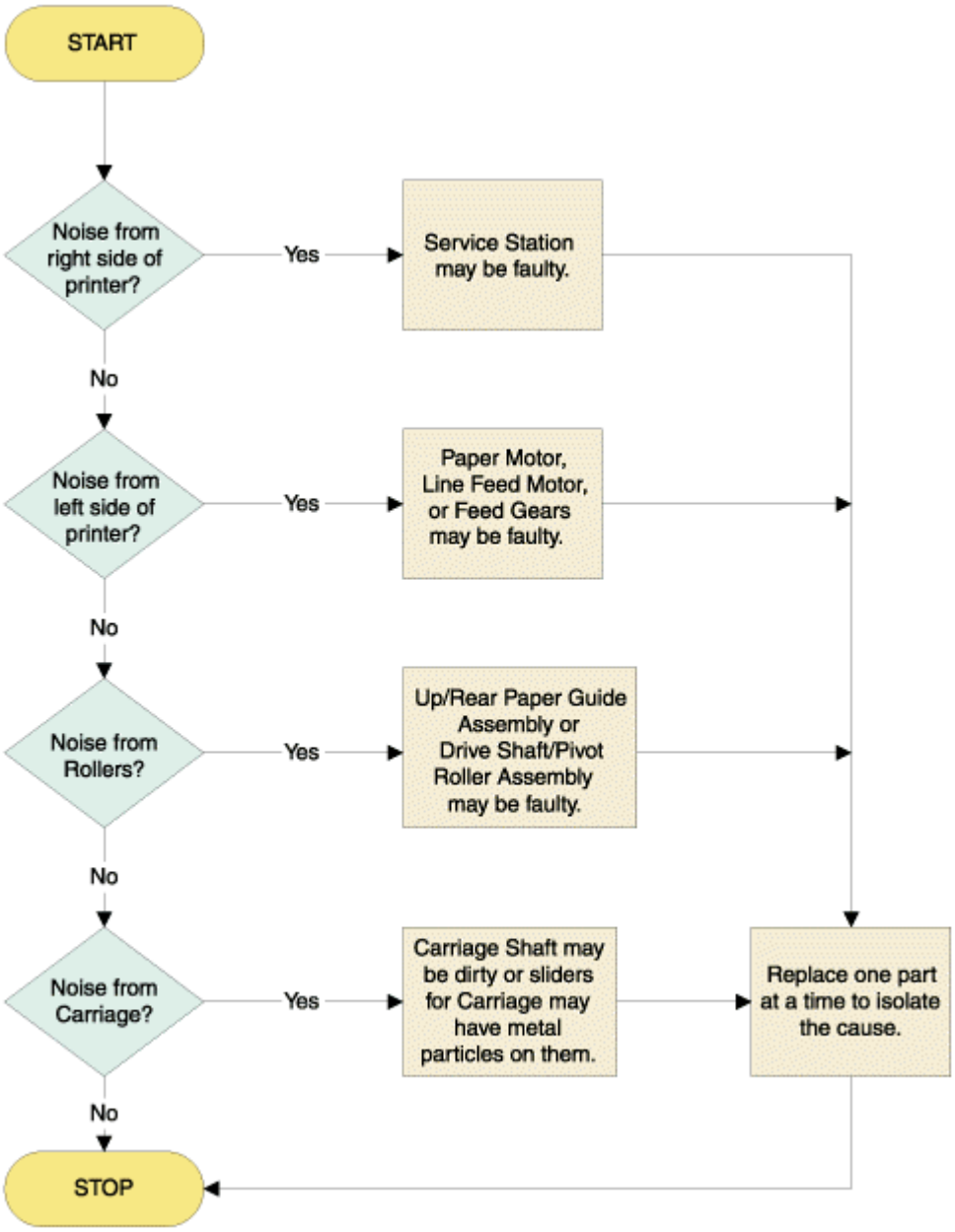

START
Noise from right side of printer?
Yes
Service Station may be faulty.
No
Noise from left side of printer?
Yes
Paper Motor, Line Feed Motor, or Feed Gears may be faulty.
No
Noise from Rollers?
Yes
Up/Rear Paper Guide Assembly or Drive Shaft/Pivot Roller Assembly may be faulty.
No
Noise from Carriage?
Yes
Carriage Shaft may be dirty or sliders for Carriage may have metal particles on them.
Replace one part at a time to isolate the cause.
No
STOP

Fig 5.90 troubleshooting unusual noises

symptom	cause	solution
Noise from the right side of Printer	Faulty Service Station Assembly	If the right side of the printer is making unusual noises, the Service Station Assembly or one of its parts may be faulty.
Noise from the left side of Printer	Faulty Paper Motor	If the left side of the printer is making unusual noises, the Paper Motor may be faulty.

Noise from the rollers	Faulty Drive Shaft/Pivot Assembly and the Up/Rear Paper Guide Assembly	The Drive Shaft/Pivot Assembly and the Up/Rear Paper Guide Assembly have rollers responsible for feeding the paper in to the printer. Faulty rollers cause unusual noises.
Noise from the carriage	Carriage Shaft	Check the Carriage Shaft for dirt particles. To check the sliders on the Carriage, you must remove the Carriage.

troubleshooting setup issues

symptom	cause	solution
Printer is not responding	Power connection faulty	Press and hold down the POWER button on the printer for a few seconds. After a brief printer startup, a steady green light should appear next to the button. If the printer does not turn on, ensure that the printer cable is firmly connected to the computer. Ensure that the power cable is connected to a working outlet. If you still cannot turn on the printer, you might have a faulty power cable or LCD panel.
	Incorrect driver installation	If you print when the printer is turned off, an alert message appears on the computer screen. If the printer is turned off and no message is displayed when executing a print command, the printer setup might be incorrect. To correct the printer setup, reinstall the printer software.

	Incorrect hardware / accessories / supplies installation	Check the printer setup. Ensure that the following components are loaded correctly: Ink cartridges Printheads Paper Ensure that all the printer covers are closed. Ensure that the tape is removed from printheads. Ensure that the paper is loaded correctly into the tray. Ensure that the paper is not jammed in the printer. Ensure that the printer is selected as the default printer. Ensure that Pause Printing is not selected.
	Incorrect network installation / configuration	Ensure that the printer is properly set up in the network environment. Check IP address. Ensure that correct network protocols are installed.
Power light of the printer blinks amber and green, alternately	A nonrecoverable error has occurred. (e.g. the carriage might be stalled) The latest version of the firmware is absent or the firmware might have been incorrectly flashed	Turn off the printer, wait for some time, and turn on the printer again. Turn off the printer and then turn it on again. If the problem persists, it might be a hardware issue or fault.

Printer takes a long time to print	Incorrect configuration Inadequate hard disk space in the spool directory Incorrect configuration of hardware on the PC side Low ink supply	Ensure that the computer meets the minimum operating system requirements for the printer. At least 50 MB of hard disk space should be available in the following cases: To print on 279 x 432 mm (11 x 17 inches) or A3 paper To print graphics-intensive files Ensure that the port settings configuration in the computer is set to ECP. Check the status of the ink cartridges. Replace any ink cartridges that are low on ink.

troubleshooting paper jams

tips and tricks

To clear a paper jam, first check the paper input paths. If the jammed paper is visible from one of the input trays or the front manual feed, carefully pull the jammed paper straight up and out of the printer. Select new paper and reload the printer with it.

Note *Ensure that the paper is aligned to the right side of the tray. In addition, verify that the guides are adjusted tightly against the stack of paper and they do not wrinkle or bend the paper.*

The steps to clear a paper jam by opening the top cover of the printer are:

1. Remove all paper from the output tray.
2. Open the top cover. The carriage should return to its position on the right of the printer.
3. If the carriage does not return to the right of the printer, turn off the printer before you remove the jammed paper.
4. Remove any wrinkled paper by pulling the paper through the top of the printer.

After clearing the jam:

- Close all covers of the printer.
- Press the RESUME button to continue the print job.

print quality troubleshooting

symptom	cause	solution
Poor print quality	Printer needs cleaning Ink supplies issues	Check the printheads and ink cartridges Check and replace clogged or worn printheads. Check and replace low or empty ink cartridges. Check the paper quality Ensure that the paper you are using is not too moist or too rough. Check the inside of the printer Clean the inside of the printer with a lint-free cloth.
Meaningless characters printed	Incorrect connectivity Incorrect document settings	Check the cable connection Ensure that the cable connection at both the ends is proper and the cable is securely fastened. Check the document file Check whether the printable document is damaged. Print the document by using a backup copy.

troubleshooting power-on problems

symptom	cause	solution
Power-on and printer response issues	Access doors open	Check the Access Doors: Ensure the Top Cover and Carriage Access Cover are firmly closed. If the LCD panel displays the message CLOSE ALL COVERS, open and reclose all access doors. Check the vents: If the printer's vents are covered, and the printer overheats, it automatically turns off. Ensure the vents are not covered and the printer is placed in a cool, dry location.
	Power cord incompatibilities	Ensure the printer is connected to the power cord and it is plugged in. The power cord can handle up to 230V. To test the power cord: Turn off the printer. Unplug the power cord and replace it with a power cord that works. Turn on the printer. If the printer now works, then the previous power cord was probably faulty.

	Voltage of Power Supply Assembly	Disconnect the Power Supply Harness Assembly from the Power Supply PCA. Use a multimeter to check the output voltage of the Power Supply Assembly. It should measure +19V (B+). Reconnect the Power Supply Harness Assembly when you are finished. Turn the printer off and then power the printer on again. It might also be due to an Opto-coupler failure or Power MOSFET failure. In either case you will need to replace the Power Supply Assembly.
	Voltage of Logic PCA	Use a multimeter to check the output supply voltage of the Kayak ASIC on the Logic PCA. Use a multimeter to check the input supply voltage of the Power Connector to the Logic PCA.
	Main Harness	Check that all connections to the Main Harness are solid and that all connectors are attached firmly to the wires. Also ensure that none of the wire insulation is frayed or missing.

Note *If PCA / power supply is replaced, hardware tests must be performed.*

troubleshooting printer initialization problems

symptom	cause	solution
	Service station mechanism	Rotate the gears of the Service Station Motor Assembly to ensure the Wiper Assembly can move freely within the Service Station Mechanism Assembly.

	Carriage assembly moves out of home position	If the Carriage Lock is not releasing, check the Carriage Lock and check the Service Station for movement. If the Carriage Assembly does not move out of the home position or return to the home position, clean the electrical contacts on the printheads and print cradle. Remove the printheads from the printer. Clean the electrical contacts on the print cradle with a dry cotton swab. Clean the electrical contacts on the printheads with a dry, lint free cloth. To prevent damage to the electrical contacts, you should wipe the contacts only once. Do not wipe the ink nozzles on the printheads. Re-install the printheads.

troubleshooting print media problems

symptom	cause	solution
Special media does not pull in	Media is curled	Uncurl and flatten media as much as possible by physically curling it in the opposite direction
	Envelope Feed Width Adjuster is too tight against envelope	Loosen Width Adjuster if necessary.
	Too many envelopes in the Envelope Feed	The Envelope Feed only supports one envelope at a time. To print more than one envelope, use Tray 1.
Paper does not pull in	Left Width Adjuster	Check if Left Width Adjuster is pressed too tightly against the paper stack. Loosen it slightly.
	Paper stack height	Reduce paper stack height to level indicated by the yellow sticker on right wall of Input Tray.
	Dirt accumulated on pick and drive rollers	Use the cleaning kit to clean the rollers. Replace Drive Shaft/Pivot Assembly if cleaning several times does not help.
	Paper Motor	Listen and look for motor and roller movement. If no movement is present, use a multimeter to probe contacts. If power is live, replace Paper Motor.

	Paper Motor power supply	Listen and look out for motor and roller movement. If no movement is present, use a multimeter to probe contacts. If power is not live, the Paper Motor Power Supply has failed.
	Electrical contacts	Change Main Harness if necessary

troubleshooting the demo page

symptom	cause	solution
	Protective tape on printheads	Each new printhead is packaged with protective plastic tape covering the ink nozzles. Check each printhead and remove tape if necessary.
	Print a Self-test page	Click **Start** on the task bar Highlight **Settings** and click **Printers** . Double-click the HP printer icon. In the menu bar, click **Printer** and select **Properties** . Click **Print Test Page** at the bottom of the page. The printer prints a Self-test page.
	Out of Ink	If printing black text and a blank page prints, the black ink cartridge might be empty. Replace the black ink cartridge.

troubleshooting paper eject problems

symptom	cause	solution
Skew Test Failure	Input Tray not inserted correctly. Paper stack not fitting Length and Width Adjusters too tight Paper stack height is below the indicator Dirt accumulates on Drive Rollers	To check for skew test failure, print a Diagnostic page. Fold the Diagnostic page in half. Ensure the skew test symbols in each corner of the page line up correctly. For example, the lines associated with 1=A should fall between the 2 lines 1 1=C. Paper skew most frequently occurs when the Width Adjusters are not flush against the paper or excessive force is used to install the Input Tray. Check for the following: Input Tray is properly inserted. Paper stack fits snugly against the right and front walls. Length and Width Adjusters are firmly against the paper stack or envelope. Paper stack height is below yellow indication sticker on right wall of Input Tray. Drive Rollers are feeding unevenly due to dirt. If so, use the cleaning kit or replace the Drive Shaft/Pivot Assembly if cleaning several times does not help. Glossy media are most prone to paper skew due to curling. To fix this problem: Add side-wall on Input Tray. Add front bias spring on Width Adjuster. Install additional stopper at corner of page.
Paper does not Exit Printer	The ramp might be incorrectly assembled. Room for the exiting paper might not be enough	The ramp might be incorrectly assembled. Reassemble the ramp correctly. Ensure the ramps are installed before the Pivot. Clear the Output Tray to make room for exiting paper.
Paper forms a "U"	The Up/Rear Paper Guide Assembly might be faulty	If paper forms a "U" on the Up/Rear Paper Guide Assembly, the assembly might be faulty. Replace the Up/Rear Paper Guide Assembly.

troubleshooting unusual noises

symptom	cause	solution
Noise from the right side of Printer	Faulty Service Station Assembly	If the right side of the printer is making unusual noises, the Service Station Assembly or one of its parts might be faulty.
Noise from the left side of Printer	Faulty Paper Motor	If the left side of the printer is making unusual noises, the Paper Motor might be faulty.
Noise from the rollers	Faulty Drive Shaft/Pivot Assembly and the Up/Rear Paper Guide Assembly	The Drive Shaft/Pivot Assembly and the Up/Rear Paper Guide Assembly have rollers responsible for feeding the paper in to the printer. Faulty rollers cause unusual noises.
Noise from the carriage	Carriage Shaft	Check the Carriage Shaft for dirt particles. To check the sliders on the Carriage, remove the Carriage.

troubleshooting printer status

symptom	cause	action
Unexpected printer shutdown	No power supply	Ensure that the power cord is connected firmly to the printer and a working outlet. Check if power cord is defective. Ensure that the printer is turned on and the POWER light on the LCD panel is green. Restart the printer.
	Printer overheated	Check the printer vents. Ensure that the vents are not covered, and the printer is in a cool and dry location.

troubleshooting print quality issues

symptom	cause	action
Blank page printed	Printhead problems Incorrect driver Media mispick issue	Ensure that the tape is removed from the printheads. Check for empty ink cartridges. Check that the paper is wide enough. Check the parallel port on the computer Check whether the application print preview (if any) is correct. Ensure that the correct printer driver is selected.

Wrong fonts printed	Fonts in document are non-standard or customized	Check the fonts used. Check the available fonts. Check whether the font that is incorrectly printed is a TrueType font.
Jagged text	Use of non-standard fonts	Check the chosen font type. Check the font type of the software. Check the bitmap image of text.

troubleshooting incorrect / incomplete content

symptom	cause	action
Content on the page is missing or incorrect	Incorrect paper size Incorrect Margins for print job Specialized color settings printing	Check the margin settings. Ensure that the margin settings for the document do not exceed the printable area of the printer. Check color print settings. Deselect the Grayscale option in the Print Settings dialog box.
Placement of the text or graphics is incorrect	Incorrect page settings	Check the page orientation. Check the paper size. Check margin settings. Check how the paper is loaded.

troubleshooting connectivity problems

symptom	cause	action
Problems printing over a network	System / network configuration issues	Check the system configuration. There might be insufficient hard disk space in the system. Increase the size of the system's virtual memory. The port setting configuration in the system is not set to ECP (Windows 3.1x/95/98 only).

nonrecoverable error codes

Note *XX or XXXX signifies any digits, substitutes in their place in the character sting*

error	description	recommended action
C00300xx	Pen Problems	Replace sensor.
C00400xx	Carriage stall, shutdown	Replace carriage motor, PCA,
C00600xx	Service Station Problems	Replace/Clean repair service station
C011xxxx; C012xxxx	Problems with carriage board, Power supply, PCA logic board	Troubleshoot parts
C0id00xx	Pen & Supply errors	Replace printheads
C01Axxxx	Real Time Clock errors	Replace PCA

part description	symptom	recommended action
(OOPS Sensor)	Continuous paper feed	Replace sensor.
Door sensor (combined)	Indicates carriage door open	Replace sensor.
Media sensor	• No detection of transparency. • Transparency detected when paper present.	• Use hot keys to disarm or replace Media Sensor. • Check paper skew-skewed paper can make Media Sensor detect transparency instead of paper.
Line sensor	No auto pen alignment	Replace sensor.
Carriage Assembly	Carriage slams to the end	Carriage Encoder Strip defective. Check 5V supply as well. Please check voltage
	"Replace printhead error" display	Check 16V supply. Bad acumen. Bad pen contact. Please check voltage
	"Empty ink cartridge" display	Bad acumen. Bad pen contact.
	Carriage does not move out of home position.	Carriage lock has not released (Error "E:0432") because lock faulty, service station faulty, or service station lost sequence position.
	Printout edges, lines and text misaligned	• Bad bi-directional alignment. • Econofast mode. • Encoder strip dirty (printer may stall and display error code due to misalignment)
	Noise coming from carriage.	• Clean electrical contacts. Replace Carriage Motor. • Check Carriage Shaft for dirt particles.
Key Panel PCA	• Garbled display • No response from printer after pressing buttons • Running dots	Check contact between LCD panel and Logic PCA.
Power Supply	Unexpected shutdown due to overheating Unable to power up Opto-coupler failure	• Check fan. • Ensure cooling vents not obstructed. • Replace Power Supply PCA.
Service Station Assembly	Carriage does not move out of Home/Service Station position	Check if Carriage Latch faulty. Replace Service Station.

Logic PCA	Garbled display. No response from printer after pressing buttons. Running dots.	Check contact between LCD panel and Logic PCA.
	No power light.	If +5v and 18v cannot be measured on Logic PCA, replace Logic PCA.
	Service Station does not move smoothly.	Replace Service Station. If problem is not resolved, replace Logic PCA.
	Carriage does not move out of home position.	Replace Carriage Motor. If problem is not resolved, replace Logic PCA.
	Drive Shaft/Pivot Assembly rollers do not rotate.	Replace Paper Motor. If problem is not resolved, replace Logic PCA.
	No paper feed.	Replace OOPs tag. If problem is not resolved, replace Logic PCA.
	Self-Test does not look OK.	• Check for protective tape on print cartridge. • Replace print cartridge. • If problem is not resolved, replace Logic PCA.
	Gaps in Test pattern.	Perform Pen Recovery Diagnostic Test. Change print cartridge. If problem is not resolved, replace Logic PCA.
Encoder Strip	Printer/Carriage stall. Error code displayed if alignment extremely poor.	Replace dirty or faulty Encoder Strip.
Paper Motor	Drive Shaft/Pivot Assembly rollers do not rotate.	Check that rollers and pins on backbone are loose. If not, replace Paper Motor.
	No roller movement.	Check contacts to motor. If power is available, replace Paper Motor.
	Noise form left side of printer.	If noise is coming from motor, replace Paper Motor.
Drive Shaft/Pivot Assembly	Paper jam cannot be cleared.	Check Drive Shaft/Pivot Assembly gears. If broken or cannot be turned freely, replace Drive Shaft/Pivot Assembly.
	Paper skewed. Uneven paper feeding due to roller contamination.	Clean rollers. If problem is not resolved, replace Drive Shaft/Pivot Assembly.

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